



Cossington Park

Booking Conditions

1. These booking conditions form the basis of contracts for rentals between Cossington Park and its Clients. The Client is the person who makes the booking with Cossington Park, irrespective of whether the Client is one of the people who will be staying at Cossington Park or not. Clients who book accommodation at Cossington Park agree to be bound by these conditions.
2. **Rental Period** – Rental Periods at Cossington Park run from 16.00 hours (4.00 p.m.) on the day of arrival until 10.00 hours on the day of departure.
3. **Number of Nights** – This is the number of nights within the Rental Period spent at Cossington Park. The minimum Number of Nights is generally three (that is, a minimum Rental Period of four days, including the days of arrival and departure), though often more at peak times.
4. **Number of Guests** – the number of guests who will stay at Cossington Park during the Rental Period must be advised in advance, and no additional guests will be permitted. The number and ages of children aged 16 and below on the first day of the Rental Period must also be indicated. The maximum number of guests permitted is normally 14 (plus up to two infants).
5. **Rental Fee** – The Rental Fee is based on the number of nights in the Rental Period. The Rental Fee for Cossington Park will be confirmed to an enquirer in advance in writing by post or email or via the booking system on our website based upon the number of people who will be staying, the number of days in the Rental Period and the time of year. Our Rental Fees include VAT (Value Added Tax). A guide to Rental Fees is available on the Cossington Park website.
6. **Advance Bookings** – An Advance Booking is one that is made at least ten weeks in advance of the date that the Rental Period is due to commence. A Deposit of one-third of the Rental Fee is required to secure the booking. The balance of the Rental Fee must be paid in full ten weeks before the Rental Period is due to commence. If the balance is not received at this time, it will be deemed that the enquirer has cancelled the Advance Booking.
7. **Short Notice Bookings** – if an enquiry is made less than ten weeks before the proposed date of arrival, full payment of the Rental Fee is required to confirm the booking. For Short Notice Bookings, Cossington Park will be let to the first enquirer whose Rental Fee is paid into our bank account.
8. **Provisional and Confirmed Bookings** – a booking will be regarded as Provisional until either the full Rental Fee or the appropriate Deposit has been credited into our bank account and a Booking Confirmation/Receipt has been issued to the Client. Provisional Bookings will generally be held for four days. If another enquiry is received for the same dates as a Provisional Booking, we will try to offer the first enquirer the opportunity to confirm the booking, but this cannot be guaranteed.
9. **Change of Date** – a request to change the date of a Confirmed Booking will be considered, subject to availability and payment of a £75 administration fee plus VAT.
10. **Cancellations** – On receipt of a written request to cancel a booking, we will endeavour to re-let Cossington Park. If we succeed in re-letting for the same or greater Rental Fee than for the Booking that is cancelled, we will refund the Deposit or Rental Fee paid for the cancelled booking less an administration charge of £75 plus VAT. If we re-let for a lower Rental Fee, we will refund any surplus remaining after deduction of the shortfall in Rental Fee plus an administration charge of £75 plus VAT. If Cossington Park is not re-let, there will be no refund. Clients are advised to ensure that their holiday insurance covers such cancellation charges.

11. Care of the Property – Guests staying at Cossington Park are requested to look after the fabric and contents of the house and grounds, including decoration, furniture, fittings and equipment, and to leave everything in the same position, state of repair and clean condition as at the beginning of the Rental Period. If any guest is aware of any damage or breakages that occur during the rental period, the Manager and/or Housekeeper and/or Guest Care Coordinator should be notified immediately. The Client is legally bound to meet reasonable costs of repairs for breakages or damages or additional cleaning or re-organisation on demand during or after the Rental Period.
12. Security Deposits – Clients are generally required to pay a Security Deposit. The Security Deposit if required must be paid ten weeks before the first day of the Rental Period. Cossington Park reserves the right to deduct the cost or a reasonable estimation of the cost of repairs or missing items or special cleaning caused by damages or breakages or spillages that occur during the Rental Period, howsoever and by whomsoever caused. The quantification of such cost shall be determined solely by Cossington Park. The Security Deposit, or any balance remaining after deduction of such costs, will be returned to the Client within 30 days of the final day of the Rental Period. Cossington Park reserves the right to claim further reimbursement for damages or missing items in excess of the value of the Security Deposit.
13. Complaints – Anything that goes wrong should be notified to the Manager and/or Housekeeper and/or Guest Care Coordinator of Cossington Park at the time that it arises. Every effort will be made to address problems as soon as possible. In the unlikely event that a dispute arises, Cossington Park offers a dispute arbitration service under the auspices of The English Association of Self Catering Operators.
14. Right of Entry – The owner, agents and employees of Cossington Park are permitted to enter the house and grounds at any reasonable time in order to carry out inspections or maintenance. To keep the extensive gardens in good condition, the gardener will be working whilst guests are in residence, usually visiting on an average of three days per week, depending on the weather and season. We are sensitive to our guests' need for quiet and privacy.
15. Liability – Cossington Park was built at a time when modern standards of safety and security did not apply. Whilst we have taken reasonable steps to ensure the comfort and safety of our guests, guests must read our guidance notes in the house on arrival and take sensible precautions to look after themselves as well as the property and contents. Sensible precautions include not allowing children to play near garden walls, garden ponds, electrical installations and equipment. The owner, agents and employees of Cossington Park cannot be held liable to third parties for any loss or injury, direct or consequential, arising from events occurring during the Rental Period and will only be held liable to Clients if we have acted unreasonably. If Cossington Park becomes unavailable or unusable prior to or during the Rental Period, we will make our best endeavours to rectify matters at once or to reimburse the whole or a reasonable part of the Deposit or Rental Fee paid.
16. Security – a burglar and fire security alarm system is maintained at Cossington Park. Guests are required to activate the system during the Rental Period whenever they leave the property in accordance with instructions that will be provided on arrival.
17. Events and parties – No events or parties involving participants who are not resident at Cossington Park during the Rental Period will be permitted, unless these have been separately contracted in writing in advance.
18. Fireworks - As there is a farm next door, fireworks are not permitted.
19. Animals and Smoking - These are not permitted unless otherwise agreed in writing in advance.
20. Noise – guests are asked not to make undue levels of noise that could be disturbing to neighbours and others in the village of Cossington.
21. Horses - the field at the end of the Cossington Park gardens, Bushey Close, is used on occasions for stabling and exercising of horses. Guests are requested to respect the privacy of the horses and those looking after them.
22. Open fires – open fires are permitted in the Library and not in any other room in the house. Fires must be attended at all times and must not be allowed to burn too vigorously. The fireguards provided must be used.
23. The antique piano is normally kept locked. It can be made available to experience musicians if requested in advance and on payment of the cost of tuning of £75 plus VAT.