

WEDDINGS – BOOKING T's & C's – Updated May, 2022.



Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Wedding bookings are subject to the following terms and conditions.

- A contract between you and us, the owners of Polmaily House, will come into existence when payment of your 10% deposit / damage waiver is received and a booking confirmation is issued by us via email, showing your confirmed holiday / wedding dates. The contract binds you and all the members of your party, including all of your guests. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss / termination of the booking at any stage.
- A non-refundable 10% deposit of the rental cost is payable at the time of booking. Bookings made less than four weeks before your arrival date must be paid in full, plus the 10% refundable damage deposit.
- The full balance must be paid no later than four weeks before the commencement of your wedding. If the balance is not received by the due date, then your rental will be treated as a cancellation, but you will still remain liable to pay the balance of the entire rental cost.
- We strongly advise that you take out comprehensive travel / holiday / wedding insurance to cover cancellations and, in the very unlikely event of significant damage to the property which exceeds your damage waiver. If the owners have to claim on their insurance due to significant damage caused, then their insurers may pursue you to cover these costs and this is where your insurance will cover you. If you choose not to, then you accept responsibility for any loss that you may incur during your stay due to significant damage to the property or due to cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation

as soon as possible and we will promptly refund all payments made for your booking. Our liability for cancellation will be limited to payments made to us.

- Covid19 – If the government guidance is that a group of your size is not permitted at the time of your stay, you will be given a full refund and be informed of this decision as soon as possible. We are hopeful that this should not effect any of our future bookings as the pandemic comes to a long awaited end.
- Due to previous noise complaints, no fireworks are permitted to be used during your stay.
- The maximum number of persons using the accommodation or present on site at any time must not exceed 24 people (unless previously agreed otherwise with the owners) and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- We do allow guests to have visitors during their stay, but we do ask, out of courtesy, that the renter should clarify this with the owners beforehand. If this takes numbers over the previously agreed maximum number of guests (24), the owners may not allow this to happen. There may be an additional charge for this and for any extra guests staying overnight.
- We ask that if your wedding meal / entertainment is taking place outside the main house – ie in a marquee or stretch tent etc due to the large numbers attending, then those guests not staying in the main house should not enter the house, unless using the designated areas of the toilets off the large deck near the tennis court. The house cannot accommodate large numbers of people and may cause unforeseen wear and tear / damage which may lead to part or all of your damage waiver being retained. This obviously does not include additional guests if you have arranged with us to use the main house for your wedding / meal / entertainment.
- We do insist that guests remove their shoes before entering the main house.
- Marquees / stretch tents – you will need to have a separate discussion with the owners to establish whether a marquee can be erected and where it will need to be placed. In any case, marquees / stretch tents will have to be erected during the course of your stay and not prior to your arrival unless this has been agreed to by the owners. An additional charge may be raised to erect a marquee / stretch tent / tepee.
- Bookings cannot be accepted from persons under eighteen years of age.

- The owner reserves the right to refuse a booking without giving any reason.
- We, or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Rentals normally commence at 4pm on your scheduled day of arrival and guests are required to vacate the rental by 10.30am on the day of departure unless otherwise agreed with the owners. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of the renter.
- We are pet friendly at Polmailly House and guests are allowed to bring up to a maximum of two well-behaved dogs. Dogs should be well supervised and kept to the front of the house and away from the owners' garden as we have dogs of our own. Pets owners should be vigilant and pick up after their dogs. There is an extra cleaning charge of £40 per stay for pets. Pets must stay downstairs.
- Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of 10% of your total booking fee is required and will be returned within 7 days of the end of your holiday, less the cost of damage/breakages. We do strongly recommend that you take out wedding insurance to cover any potential major damage to the property by you or your guests for which you, as the renter, will be responsible.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in the house, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The house will be inspected at the end of the holiday & you may be charged for any loss or damage.
- Please do not move any furniture from one room to another.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights or any electrical appliances when you go out. The heating is on Auto, so will switch off automatically.

- Please do not take any white bath towels with you to the pool. Use the stripey pool towels, which will be in your room ready for you.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The customer may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or pool and will endeavour to address the issue as soon as it is brought to their attention.
- No compensation will be given for any temporary outage of electricity, gas, heating, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property.
- Swimming pool - The swimming pool is open from 9am to 10pm daily.
-Please do not use glass or sharp objects in the pool/pool building. -Guests must shower before entering the water to rinse off creams and makeup. – Children must not be left unsupervised in the pool. – Guests should not swim alone. – Guests must abide by all pool rules including no diving and no running. Swimming is undertaken at the guests' sole responsibility.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision. Please be aware that the pond is quite deep and must be considered a danger. The pond is clearly labelled with warning signs and a life saving ring is present in case of emergency. The pond is also marked off by a string of solar lights to indicate the pond's boundary.
- Trampoline – guests are very welcome to use the trampoline but do so at their own risk. One person at a time on the trampoline and please remove footwear before bouncing on the trampoline.
- Alcohol – the bar will be cleared ready for you to store your own alcohol. Please keep alcohol out of the reach of children.

- Please park your vehicles in the designated parking space, ensuring cars do not block access. There is plentiful additional parking around the back of the 'big house'. Please do not park on the grass as there are several drainage channels and septic tanks buried in the grounds.
- Please respect the community and keep noise levels to an acceptable level, especially between 11pm and 9am.
- If you are having your wedding in a marquee / stretch tent then the music entertainment has to finish, as per local authority guidelines, at 11pm. After 11pm, we then have to ensure that any music / noise does not annoy any of our neighbours. If it does then we could face a large fine. Our only neighbours are those who are potentially staying in the glamping pods next door. If the glamping site is not open at the time of your wedding then music can continue until midnight at the latest. However, if the glamping site is open, we do ask that, if you want your music to continue until midnight, then you will need to book the glamping accommodation for your guests. This will then mean that the music playing until midnight will not annoy anyone. This booking will need to be made in good time with our neighbours at Great Glen Bed and Breakfast. They can accommodate approx. 16 people in pods and other rooms. Of course, none of the above applies if your wedding is taking place solely within the house.
- We reserve the right to terminate a booking without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort, safety, well-being or health of others.
- Barbecue – please use the designated barbecue utensils and clean the barbecue after use.
- Candles are not allowed inside the house.
- Check-out is at 10.30am. We ask all guests to put all used towels in the bath / shower and leave windows open slightly. Please leave keys in the door as on arrival. There is no need to strip the beds – thank you. The house should be left as it was found. There are cleaning materials and vacuum cleaners available for guests to use.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to the owners and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from the wedding may not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

These T's & C's should also be read in conjunction with our Cancellation Policy, Housekeeping Notes and Booking Form.

We will work closely with you to make sure that you, your friends and family have a wonderful time celebrating your special day.