



Rivervale Lodge Accommodation Terms and Conditions.

1. Definitions.

- 1.1. The terms defined in the Rivervale Barn Terms have the same meaning in these Accommodation Terms and Conditions apart from:
 - 1.1.1. "We", "Us" and "Our" means Rivervale Barn, the registered office of which is situated at Rivervale Barn, Mill Farm, Mill Lane, Yateley, Hampshire, GU46 7SS.

2. Bookings.

- 2.1. Payment must be made in accordance with the payment schedule.
- 2.2. We will confirm our acceptance of your Booking by sending you an email to the email address that you provide during the Booking process. The contract between us for the provision of Rivervale Lodge and any additional services added to your Booking will be formed when you receive this email confirmation from us.
- 2.3. VAT on accommodation is applicable rate at the time of making your payment.
- 2.4. Prices are subject to change at any point prior to booking the accommodation.
- 2.5. Breakfast is included in the accommodation price. We will endeavour to cater for any special dietary requirements listed in your confirmation of final details. We cannot guarantee the absence of certain food groups (including nuts and gluten) from our food or kitchens.
- 2.6. You must not exceed the published maximum occupancy per room.
- 2.7. **The Lodge (Rooms 9 and 10) can accommodate a maximum of 2 adults, 2 children per room under the age of 13, staying on Z-beds (provided). Up to 2 babies in travel cots (not provided) are permitted upon request – please note that babies are included in the total count of 4 children. This is for Health & Safety and Insurance reasons.**
 - 2.7.1. **Children must be supervised by an adult at all times and under no circumstances be left unattended.**
- 2.8. We require the completed room allocation list at least 6 weeks in advance of your stay. (The Link will be sent to you 2 months before your stay)
- 2.9. A booking cannot be assigned, transferred or sold to another party or varied without prior written consent from us.
- 2.10. Only assistance dogs are allowed to stay overnight in Rivervale Lodge.
- 2.11. A security deposit of £250 is due before the event and will be returned once the event has taken place provided no damage occurs.

3. Check-in/out and timings.

- 3.1. Breakfast is served between 8am and 9am the following morning.
- 3.2. Check-in (Full Wedding Day Event) is from 3pm. Guests arriving before the check-in time may leave any luggage in the reception area, but this will be entirely at their own risk.
- 3.3. Check-in (Evening Reception Only Event) is from 4.30pm Only.
- 3.4. Check-out the following morning is by 10am.
- 3.5. All Lodge guests agree to pay a lost key charge of £20 per key if not returned on check-out.

4. Cancellation by you (or cancellation by you of a related wedding or event)

- 4.1. If you have booked a wedding or event at the Venue on the date of your stay and you cancel such wedding or event, this will be deemed a cancellation by you of your accommodation booking.
- 4.2. If you cancel your accommodation and total payment has been received and the accommodation is resold, then we will refund 50% of the total accommodation monies paid once the event has taken place. If the date is not resold a refund will not be due.

5. Cancellation by Us.

- 5.1. In the unlikely event (and where you are not in breach of these terms and conditions) that it is necessary for us to cancel your Booking, we will notify you as soon as possible and we will refund to you any and all Fees that you have paid minus direct costs.
- 5.2. We reserve the right to cancel your Booking and return any Fees paid without liability.

6. Damage, breakages, theft and guest behaviour.

- 6.1. We take pride in providing well-maintained accommodation and we ask guests to take care when staying at the Venue. You agree to report any incidents or breakages when they occur. We reserve the right to charge you for repairs or making good any damage caused by you or your guests.
- 6.2. If you or any guests staying in rooms booked by you soil, smoke or are sick in any guest room or common area, you agree to pay to us an additional charge of £250 per incident plus any additional charges for cleaning or replacing any affected linen, fixtures, fittings and equipment.
- 6.3. You must not:
 - 6.3.1. Smoke anywhere within the building or accommodation;
 - 6.3.2. Use naked flames;
 - 6.3.3. Bring any illegal, offensive or dangerous materials to the premises;
 - 6.3.4. Temporarily or permanently attach or fix anything to the walls, floors or ceilings.

7. Changes

- 7.1. We reserve the right to change without notice any aspect of the overnight accommodation or breakfasts in the event of circumstances arising beyond our control.