



Bed and Breakfast Terms and Conditions

1. The contract entered into is between Polly Moore and Shaun Treloar t/a Tilton House Ltd (the Owner) and the person completing and signing the Booking Form (the Hirer). The contract is not effective until the required payment has been received and confirmation sent from the Owner.

2. Booking

Bookings cannot be accepted by:

- a. Persons under the age of 25 years
- b. Parties where the majority of members are less than 25 years (except families or supervised groups).

2.1 The number of persons occupying a property must not exceed the maximum stated in the current property description. (Babies under 2 are not normally counted as a member of a party).

2.2 The person who signs the booking form (the Hirer) will be responsible for all persons included on the form and should ensure that they are aware of the booking conditions.

2.3 The Hirer must notify the Owner of any alterations to the names of persons occupying the property.

2.4 The Owner reserve the right to decline any booking or refuse entry to any person who has not complied with the booking conditions.

3. Reservation

3.1 Provisional reservations can be accepted by telephone/ email and must be confirmed within 5 days by the arrival of the required deposit.

3.2 Provisional reservations will be cancelled after 5 days without further reference.

3.3 To secure a reservation:

- a. Complete all parts of the booking form.
- b. Send the completed form together with 50% of the total cost of your stay. Please make payment by BACS - (details supplied by emailed invoice) or by cheque payable to: Tilton House Limited and send it to: Tilton House, Firle, East Sussex, BN8 6LL

3.4 Balances should be paid prior to departure by either, BACS, Cash or cheque.

4. Cancellation

4.1 Once a booking is confirmed the Hirer is responsible for the total cost of your stay.

4.2 In the event of cancellation by the Hirer the Owner will endeavour to re-let the property, and if successful may refund any monies paid less the deposit, which is non- returnable.

5. Booking alterations

5.1 Any change in dates will be subject to the agreement of the Owner.

5.2 Any alteration to the booking by the Hirer will be subject to an administration charge of £50.00.



5.3 If for reasons beyond its control, the Owner has to cancel or alter arrangements made for the Hirer it will make every effort to find an alternative property if one is available.

5.4 If the Hirer does not accept the alternative offered the Owner will return to the Hirer any monies paid, whereupon the Owner's liability will cease.

6. Damage, loss and nuisance

6.1 The Hirer agrees:

- a. That the supervision of children, babies, and any adults requiring care remains the responsibility of the hirer at all times.
- b. To be responsible for leaving the accommodation in good order and clean condition, otherwise a cleaning charge will be levied.
- c. To pay for any damage or loss however caused, excluding reasonable wear and tear, incurred during the occupation.
- d. Not to cause nuisance or annoyance to other occupants.
- e. To allow reasonable access to the rooms by the Owner if it is deemed necessary.

6.2 Damage discovered will be notified to the hirer within 7 days of vacation and costs charged.

7. Occupancy

Occupancy shall be from 3.30 p.m. on the day of arrival to 10.30 a.m. on the day of departure - unless otherwise requested. (The housekeepers have only a limited time to prepare the property for the next guests, and you are asked to respect this). A late departure fee £50 will become payable if cleaning is delayed.

8. Descriptions

8.1 Whilst the Owner makes every effort to ensure the accuracy of the property descriptions, descriptions are inevitably subjective and are for guidance only. If there points of particular importance please contact the owner to clarify information.

8.2 Whilst the Owner has taken all reasonable steps to ensure that the information contained in its brochures, website, tariffs, leaflets, advertisements and any other form of promotional material are accurate, the Owner reserves the right to alter, substitute or withdraw any service, facilities or amenity.

9. Liability

9.1 The Owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property and its, plumbing, gas, electrical or otherwise, or exceptional weather.

9.2 No responsibility is accepted for loss or damage of property (including pets), vehicles or vehicle contents belonging to the Hirer or any member of the party during the occupancy.

9.3 If due to reasons beyond the control of the Owner, the accommodation is not available whatsoever, the Owner will refund the deposit, but they will be under no further liability towards the hirer.



10. Complaints

10.1 If in the opinion of the Hirer there are grounds for complaint, it is the duty of the Hirer to take it up with the Owner immediately and in any event before departure to allow remedial action to be taken.

10.2 It is specifically agreed that failure by the Hirer to notify the Owner of any complaint in accordance with the timescale set out in clause 12.1 will entitle the Owner to refuse to entertain the complaint, irrespective of its merits.

11. Waiver

The failure of the Owner to enforce or exercise, at any time, or for any period of time, any term of, or any right pursuant to this agreement does not constitute and shall not be construed as a waiver of such term or right.

12. Legal provisions

12.1 The Law of England governs the construction, and performance of this Agreement and the parties submit to the jurisdiction of the English Courts.

12.2 The Hirer agrees that the contract with the Owner is made at the Owner premises and that any proceedings between the parties shall be conducted in the County Court nearest to the Owner.

12.3 Clause headings are for convenience only and do not form part of or affect the interpretation of the Agreement.