

# Terms & Conditions

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A [ashlingpark.co.uk/terms/](http://ashlingpark.co.uk/terms/)

We value our customers and their security, which is why we do not store credit card details and nor do we share customer details with any third parties, other than those required to fulfil customer orders.

If you buy from us, or if you sign up for our email newsletter, we may from time to time send you emails containing news and/or special offers. If you do not wish to hear from us anymore, you may unsubscribe at any time.

## Delivery Policy

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Delivery is £5 per order unless the order reaches a value of £99 or over where it becomes free. Vouchers are also eligible for free delivery for UK orders only. Deliveries are made by Parcel Force or APC Couriers. Please allow plenty of time when ordering during busy times such as the festive period, Valentine's Day etc.

Please note that the above delivery information relates to orders for delivery to UK mainland only and excludes Northern Ireland, Isle of Wight, The Scilly Isles and Channel Isles. We are happy to arrange delivery to overseas and non-UK mainland addresses. Please contact us for a quotation.

All wine must be signed for on delivery by an adult aged 18 years or over. If the company's delivery agents are in any doubt about the age of the recipient on delivery, they will request some form of identification. If the person attempting to receive the goods is unable to produce appropriate identification, unfortunately, our delivery agents will be unable to leave the goods. In these circumstances, the delivery agent will leave notification of attempted delivery for the customer to rearrange delivery at a more convenient time. A further delivery charge may become due and payable by the customer for the repeat delivery.

## Returns

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If your order does not meet your needs for any reason, please contact us in the first instance to arrange a return.

If you have simply changed your mind, you can return the items to us at your own cost and we will refund the cost of the wine. If the product is faulty, we will replace it at no cost to you.

## Cancellations

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In accordance with the Consumer Contracts Regulations, you may cancel your order up to 14 days after receipt of the goods. Please contact us in writing at once if you wish to cancel your order and we will arrange for the goods to be returned to us and for your payment card to be refunded.

## Age Restrictions

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It is illegal to sell wine to anyone who is under 18 years old. For this reason, the company reserves the right to refuse to accept an order. Furthermore, the company will not permit any order to be transferred from the original customer to another person in order to avoid the age restrictions that it must comply with. By placing an order the customer is confirming they are at least 18 years old.

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## Promotions & Coupons

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We reserve the right to limit the number of bottles purchased and to terminate promotions/offers at our discretion.

Only one discount or promotion can be operated at once. In addition, in the restaurant, a minimum of one main course per person must be ordered to be eligible for the promotion.

## Legal Entity

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Ashling Park and Ashling Park Estate are trading styles of Ashling Park Estate Limited.

## LODGE BOOKINGS

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1. A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed booking dates. The contract binds you and all the members of your party. 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 & loss of the booking.
2. The full amount of the stay is payable at the time of booking. Bookings cancelled within 5 days of stay will not be refunded. Bookings cancelled within 14 days of stay will receive a 50% refund. Bookings cancelled within 30 days of stay will receive a full refund.
3. All cancellations must be notified in writing by emailing [contact@ashlingpark.co.uk](mailto:contact@ashlingpark.co.uk)
4. Credit card authorisation will be taken on reception at check-in. The details will be securely stored and will be used to cover the costs of any additional charges, losses or damages.
5. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
6. 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 holiday. Our liability for cancellation will be limited to payments made to us.
7. No parties or events – the maximum number of persons using the accommodation at any time must not exceed 2 persons (1 bedroom lodges) or 4 persons (2 bedroom lodges) 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.
8. Bookings cannot be accepted from persons under eighteen years of age.
9. The owner reserves the right to refuse a booking without giving any reason.
10. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
11. Lodges are normally available from 3 pm unless otherwise agreed, and guests are required to vacate by 11 am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
12. 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 we reserve the right to charge a further night's stay if a lodge can't be let the following day because of this.
13. Dogs  
-Only 1 dog allowed at one time – Dogs are permitted by prior arrangement.

-Please don't let dogs onto the furniture, especially sofas, beds and window seats. If a lodge is left in a state that we can't let it the following day without a deep clean, (due to dogs having been on the beds, furniture and soft furnishings) we reserve the right to charge a further night's stay.

-Guests are responsible for cleaning up after their dogs.

14. In making a booking you accept responsibility for any theft, breakage or damage caused by you, your dog or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
15. Damages and breakages – please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, 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 accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage.
16. Please do not move any furniture from one room to another.
17. Please lock the doors and close the windows when you leave the property unoccupied.
18. Please make sure you switch off lights, heating, air conditioning or any electrical appliances when you go out – we're an eco-friendly holiday lodge.
19. Please don't take any bath towels with you to the beach or away from the property.
20. The owner reserves the right to make a charge to cover additional cleaning costs if the guest(s) leaves the property in an unacceptable condition.
21. 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.
22. The guest(s) may in no circumstance re-let or sublet the property, even free of charge.
23. The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
24. No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
25. The owners are not responsible for the loss of any personal belongings or valuables of the guest.

All inventory must remain in the property and not be taken to another property.

26. Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision. Please note that there is a deep water pond onsite and moving machinery around the vineyard.
27. Please park your vehicles in the car park, ensuring cars do not block access to other guests.
28. Please respect the community and other guests and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
29. 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 or health of others.

30. Any problem or complaint which the guest(s) may have concerning their booking must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from their stay may not be considered by the owner.
31. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
32. 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.
33. Please do not arrive if you are feeling unwell, have a temperature, a persistent cough or have tested positive for COVID or if you have been requested to isolate due to COVID contact.
34. Breakfast Rate: Our kitchen is open Thursday to Sunday mornings.
35. Self catering Rate: This is a room only rate.

## **LODGE cancellation policy**

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Full Charge – If cancelled within 5 days of arrival.

Partial Charge – 50% of full charge – If cancelled within 14 days of arrival.

No Charge – If cancelled within 30 days of arrival.

## **EXPERIENCE cancellation policy**

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All experiences must be paid for in advance with a valid credit card to secure the booking.

Cancellations made before 72 hours of the experience will receive a full refund, or can be rescheduled at no cost.

Cancellations made less than 72 hours of the experience will **not** receive a refund.

If the experience is paid with a voucher and 72 hours or less notice is given, the voucher will become void.