

Terms & Conditions



THE CLIPPER, MAIN SAIL AND CROW'S NEST

1. Interpretation

'Clipper House' includes The Clipper, Main Sail and Crow's Nest.

2. Bookings

All bookings are considered as provisional until confirmation is received in writing from the client. The sender of the confirmation will be deemed to be the Lead Name/Organiser and (will be responsible for such provisions reserved which) will be subject to Clipper House's Terms and Conditions.

The confirmation must be sent from the client and received by Clipper House within 10 days (inclusive) of the date of making the provisional booking, or if such time is not available prior to the date of arrival, within a maximum of 48 hours. If confirmation is not received by Clipper House within these periods, Clipper House reserves the right to release the provisional booking and to re-let the facilities.

3. Terms of Payment

An initial one third deposit based on the total estimated cost of the client's rental accommodation is required to secure the booking and full pre-payment is required six weeks prior to the client's stay. If the booking is made within six weeks of the date of the client's stay, full pre-payment will be required at the time of confirmation.

Deposit and pre-payment are neither refundable nor transferable. The deposit can be applied to a replacement guest if the numbers remain the same. If this results in a reduced package being taken, the difference may be charged to the client as a cancellation charge.

A Security Deposit will also be payable with the balance of the pre-payment.

It is the policy of Clipper House that all additional extras incurred over and above the pre-payment are to be settled on departure. There may be some late bills which may not have been charged to the account prior to being presented for payment and these will be charged to a credit card or forwarded for settlement after the event. In the event of any unpaid extras, the Lead Name/Organiser will be held liable for their settlement.

4. Amendments and Cancellations

(a) Amendments are minor alterations to the booking and an administration charge of £10.00 per amendment may be levied. Postponement, change of date and partial cancellations constitute a cancellation/part cancellation.

(b) In the unfortunate circumstances of you having to cancel, part cancel or postpone your confirmed booking at any time prior to the event, Clipper House will make every effort to re-sell the facilities on your behalf. However, it is strongly recommended that you take out holiday insurance.

(c) Any cancellation, postponement, or partial cancellation should be verbally advised to Clipper House in the first instance. All cancellations must be confirmed in writing and the facilities you have reserved cannot be released for re-sale until this is received. Written acknowledgement will be sent by Clipper House and you will be advised of a cancellation reference number.

(d) Definitive cancellation charges due can only be confirmed to you after the intended date of your event, when we may reduce the charge by any alternative business we have been able to secure on your behalf.

(e) Final numbers of guests must be given to Clipper House one month prior to the client's stay, at the same time as the pre-payment is made. Up to 10% reduction in the numbers of guests confirmed in the original confirmation will be accepted without incurring cancellation charges up to one week prior to the date of the client's stay. A reduction in numbers of more than 10%, or with less than one week's notice, will incur cancellation charges as in Clause (c) below.

Clause (c)

In the event of Clipper House being unsuccessful in re-selling the cancelled or amended booking at the same value, cancellation charges will be made as follows:

Cancellation/Partial Cancellation/Postponement

Period of Notice	Charge
4 months and above	50% of full rental price
between 2 and 4 months	75% of full rental price
2 months or under	100% of full rental price

Should the client make significant changes to the programme or increase the expected number of guests, Clipper House reserves the right to amend rates and/or facilities offered.)

(continued over)

Amendment or Cancellations by Clipper House

Clipper House reserves the right to cancel any booking forthwith or reserves the right to offer alternative facilities without any responsibility on its part on account of:

- (a) any occurrence beyond the reasonable control of Clipper House which shall prevent it from performing its obligations in connection with the booking;
- (b) if the booking might, in the opinion of Clipper House, prejudice the reputation of Clipper House;
- (c) if the client has not pre-paid the account in full one month prior to the date of the function, or if such time is not available, at the time of confirming the event;
- (d) if Clipper House becomes aware of any alteration in the client's financial situation which may prevent full pre-payment being made; and
- (e) if the client fails to comply with our terms and conditions as detailed above.

5. Pets

Small dogs are permitted at Clipper House, with prior arrangement – owners are responsible for any damage caused or additional cleaning required and there is a charge per night. (Dogs are not allowed in the public areas, with the exception of guide dogs, for which there is no charge.)

6. Marquees

Prior written permission must be obtained from Clipper House should the client require the use of a marquee in the resort grounds. This will ensure that all legal obligations, licensing, environmental health, fire and police requirements are complied with.

7. Fireworks/Pyrotechnics

Prior written permission must be obtained from Clipper House to ensure all legal obligations are complied with.

8. Brochure Accuracy and Resort Improvements

Clipper House makes its best endeavours to ensure that the information given and the facilities listed in the brochure and other leaflets are correct when going to press. As Clipper House continues to strive to improve the facilities available, there may be new facilities available which are not listed, listed facilities temporarily closed for maintenance/refurbishment or some areas of Clipper House which have been altered.

Although every effort is made to ensure the accuracy of the information contained in the brochures or any other leaflet at the time of printing, Clipper House cannot accept responsibility for any errors or omission and reserves the right to vary, amend, or cancel any of the arrangements featured in the

brochure or other leaflets should such alterations be necessary. We will, of course, endeavour to inform you of such changes. Prices may be subject to change without prior notice, as well as ownership. However, your price is guaranteed once you have received written confirmation from Clipper House.

9. Miscellaneous

- (a) the Lead Name/Organiser shall be responsible for the orderly conduct of guests and shall ensure they have regard to any regulations imposed by any competent authority, and that nothing shall be done which will constitute a breach of the law. The client shall fully indemnify Clipper House against any claims or loss or damage arising as a result of breach of this clause;
- (b) where any facilities or services are booked, Clipper House will not be liable to make any refund should the client fail or refuse to use them, for whatever reason, and full payment must be made.

Where Clipper House is requested to book facilities and/or services on behalf of its clients or their guests with third parties, it will do so in good faith but not be held liable should the standard of those services prove insufficient nor for the acts or omissions of such third parties.

- (c) if any items are to be delivered to Clipper House before the client's stay, prior arrangements must be made with Clipper House and the person making the delivery. Clipper House will use its best endeavours for the safe-keeping of such items and can only accept responsibility if a full inspection of the goods is made at the time of delivery.

Any equipment or personal effects brought into the resort by guests remain at their own risk and Clipper House will not be liable in the event of any loss, theft or damage.

- (d) The Lead Name/Organiser is responsible for the conduct of their guests. Consideration must always be shown to other guests and for Clipper House's property. Offensive or illegal behaviour will not be tolerated. Failure to comply with this request will result in individuals or the entire party being asked to leave the premises. No refunds will be made and there may be additional charges for repairs and/or compensation.

- (e) Clipper House is offered to the client for their exclusive use and for their affiliates, and is not for re-sale to non-affiliated parties unless by prior arrangement with Clipper House.

- (f) The accommodation at Clipper House is available from 3.00pm on the holiday start day until 10.00am on the holiday finish day. These times must be strictly adhered to.

- (g) Gas and electricity will be calculated by number of units consumed as an additional charge; and

- (h) All bed linen (duvets) and towels (not beach) will be included in the rent.