

Terms and Conditions for booking and using the Facility

Reservations of all areas - whether made by telephone, email, in person, in writing or from the internet are accepted by LETS Go Manor on the following conditions. Correspondence address for LETS Go Manor is: 11 Caledonia Drive, Dibden, Southampton. SO45 5UA

1. CONTRACT OF HIRE

The hiring contract will be between you' the Hirer' and LETS Go Manor, subject to these Conditions of Hire and governed by English Law. The Contract of Hire is not effective until LETS Go Manor dispatch to the Hirer confirmation of the booking (via email or mail). The contract conditions are for the entire venue, to include but not limited to the barn, kitchen, toilets, car park and paddocks. Bookings can only be made by persons aged 18yrs or over.

2. DEPOSIT

For Half Day and Full Day Bookings a £50 Deposit is required. The deposit will be returned in full provided the Terms and Conditions are adhered to, the venue is left clean and tidy, quietly, on time and without damage.

3. PAYMENT

Payment is due in full, at time of Booking. Booking will be confirmed upon receipt by LETS Go Manor of the payment comprising venue rental and any additional charges – e.g. refundable damage deposit. The full payment will be required at the time of booking. All payments can be made by Bank transfer to the following Account - Number: 515 93 963, Sort Code: 77 49 26

4. METHOD OF PAYMENT

Payments should be made by either bank transfer, Paypal or Bank card through online payment.

5. VALUE ADDED TAX

LETS Go Manor is not VAT registered.

6. CONFIRMATION OF BOOKING

Once LETS Go Manor has issued a Confirmation of Booking; the Hirer is responsible for the total published price of the property and extras as shown on the confirmation. LETS Go Manor reserve the right to adjust prices quoted on our website or on details to properties, due to errors or omissions.

7. BOOKING CANCELLATION

For Groups and Half Day or Full Day hire -

You are welcome to offer your booking to another Hirer that agrees to the Terms and Conditions provided you have confirmed this by email to us.

No Refund is given if a Group Booking is cancelled within 7 days of hire date but a full refund minus any administration fee, will be given if cancelled, in writing - outside of 7 days.

Individual hourly & 2 hourly bookings are transferable subject to agreement of Terms and Conditions. There will be no refund if cancelled within 24 hrs.

For cancellations within 72hrs, a 50% refund is offered*. For cancellations outside 72 hours, a 100% refund is offered *. For record purposes, all refund requests must be made by email.

*All Refunds are subject to transaction processing fees - as applicable.

8. AMENITIES

The use of the venue and any equipment is entirely at the users' risk and no responsibility can be accepted for any injury, loss or damage to users' and/or visitors' or their belongings.

9. REGISTER

The Hirer is **required to complete the Attendance Register** at the **beginning/end** of every hire. This is your opportunity to record any issues - the condition you found the venue in, how it was left by the previous

hirer or any incidents that have occurred during your hire. Any issues will be followed up and it is by agreement of hire, that all damage is paid for.

PLEASE NOTE: The agility equipment is only available for hire by persons fully experienced in how to use it correctly.

10. GROUP NUMBERS

In no circumstances may more than the maximum number of persons as stated at the bookings use the venue. LETS Go Manor reserve the right to refuse admittance if this condition is not observed. Only those listed on the booking may occupy any part of the premises, unless previously agreed with LETS Go Manor. The person who completes the booking, i.e. the lead name, certifies that he/she is authorised to agree to the Booking Conditions on behalf of all members of the party, including any changes. The lead name must be over 18 years and a member of the party visiting the property. The lead name agrees to take responsibility for all members of the party. LETS Go Manor reserve the right to refuse or revoke any bookings from parties that may in their opinion (and at their sole discretion) be unsuitable for the property concerned. All persons attending, either actively or spectating, are the responsibility of the Hirer.

11. YOUR RESPONSIBILITIES

For the whole of the period included within your booking, you will be responsible for the venue and be expected to take all reasonable care.

12. DAMAGE AND CLEANLINESS

LETS Go Manor requests payment of a security deposit. Any security deposits charged by LETS Go Manor will be reimbursed promptly after hire period (less any penalties which may be incurred).

All damages and breakages are the legal responsibility of you, the Hirer, and should be notified immediately to LETS Go Manor in writing. The cost of damage or breakages shall be payable on demand. In circumstances where extra cleaning is required - e.g. not picking up after dogs or leaving rubbish behind or there has been breakage or damage beyond what is reasonably acceptable, LETS Go Manor reserve the right to charge you for any additional costs incurred as a consequence and may refuse further bookings.

Should you find on arrival any damaged or non-working items, they must be reported to LETS Go Manor immediately, so that matters can be rectified.

LETS Go Manor reserves the right to request you leave the venue at any time, whether you or any member of your party has caused damage or not. LETS Go Manor shall not be liable to make a refund of any remaining portion of the hire terms paid.

13. DOGS

All Hirers undertake to abide by the Regulations and not bring to the site, or have within their group, any dog which has contracted or been knowingly exposed to any infectious or contagious disease during the past 21 days; or which is suffering from a visible condition which adversely affects its health or welfare.

14. COMPLAINT PROCEDURE

If you are dissatisfied with the service of the facility, LETS Go Manor must be notified immediately so that an investigation can be carried out and any necessary action taken. In no circumstances will compensation be made for any complaints that are made after the hire has ended, or where the Hirer has denied LETS Go Manor the opportunity to try to rectify the situation within a reasonable timescale.

Contact us: Please write or email us details of your concerns within 7 days. We will do our best to resolve any issues swiftly but rely on the cooperation of all concerned.

15. LITERATURE

LETS Go Manor takes every care to ensure the accuracy of the property descriptions. All information on our website is given in good faith and is believed to be correct at the time of going public, but LETS Go Manor cannot be held responsible for changes beyond their control, which may become known after publication of this literature. The description of the facility show what amenities the property has but generally does not state what is not at the property. Further, LETS Go Manor cannot accept liability for happenings outside their reasonable control, such as breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests, damage resulting from exceptional weather conditions etc.

16. ACT OF GOD

Natural disasters, unsatisfactory weather or other such 'acts of god' will not result in refunds.

17. LEGAL

In the event of any dispute between parties it shall be governed by the jurisdiction of the English courts only and any actions shall be heard in the court for the area in which the property is located unless otherwise agreed between the parties. However, it is hereby agreed and declared that all reasonable endeavours will be used to resolve the dispute arising between you and LETS Go Manor without immediate recourse to litigation. If not mutually resolved, it is further agreed that all reasonable endeavours will be used to resolve the dispute by a formally recognised alternative dispute resolution process i.e. mediation, arbitration or expert determination. In default of such agreement, the process and appointment of an independent professional will be sought.

18. AVAILABILITY

The Hiring Contract is made on the understanding that the venue and its facilities will be available for the times and dates stated. In the unlikely event that the facility is not available through events arising outside the control of LETS Go Manor, then LETS Go Manor may be forced to cancel the booking. The Hirer will be advised as early as possible. Where possible, the Hirer will be offered a suitable alternative, which, if not acceptable, will entitle the Hirer to a refund. The Hirer will not as a result have any further claims against LETS Go Manor. Please note that reservation requests taken via our website are not confirmed bookings until we have contacted you and accepted a payment.

19. SITE RULES

- SPEED LIMIT: 5km/h on site
- Security Caretaker resides on site and is to be respected at all times
- There is a No Smoking policy on site
- All litter, poo bags and personal items **must** be taken home
- Children under 16 yrs should be accompanied by a responsible adult over 18 yrs
- Dogs to be kept on leads at all times when not in a designated training or exercise area and always when in the car park
- Animals must not be left unsecured and unattended.
- All gates must be kept shut all times
- Please respect other dog owners and do not assume other dogs will be ok with your dog(s)
- I/We also undertake to abide by the Regulations and not bring to the site any dog which has contracted or been knowingly exposed to any infectious or contagious disease during the 21 days prior; or which is suffering from a visible condition which adversely affects its health or welfare.
- Community does Matter - Please be respectful of others and their property
- All of our venues are pre-booked only - please do not turn up unannounced
- **Noise to be kept to a minimum** and appropriate for the exercise being carried out
- All users must respect neighbouring properties and any livestock in close proximity and maintain control of their dogs at all times.

20. VETERINARY PRACTICES

In case of emergency, the nearest Vets are approximately 4 miles away in Romsey