

TERMS & CONDITIONS

BOOKING: A 50% deposit is payable immediately upon booking to secure your stay. You will receive a confirmation email with details of your reservation. Bookings must be paid for in full 6 weeks prior to arrival. Payments can be made by card via Stripe.

BALANCE PAYMENT: If your balance payment becomes overdue, we will endeavour to contact you by email primarily, then by telephone. If we are unable to contact you, your booking will be cancelled and you forfeit the 50% deposit paid upon booking.

CANCELLATION: Any cancellations must be made in writing via email to stay@astoneyre.co.uk

Cancellation by Guest: Should you cancel your booking up to 6 weeks before your arrival date you forfeit the 50% deposit paid upon booking. Should you cancel within 6 weeks of your arrival date you will forfeit the total cost of your stay. However, if we are able to re-let your stay dates, then 75% of the booking cost would be returned to you, with 25% of your booking cost retained.

Inability of any/all guests to travel or you decide not to take up your stay at Aston Eyre for any reason: Should you be prevented from staying at Aston Eyre or should you be unable to complete your stay due to Covid-19 or any other illness, unexpected personal circumstances, travel delay/breakdown, family emergency for example, you will not have the right to cancel or receive a refund for your booking. Only if we can re-let your stay dates will Aston Eyre refund 75% of the booking cost, with 25% of your booking cost retained. We suggest that guests take out travel insurance to cover any eventualities which may prevent you from making your stay. If you do not take out travel insurance it is the responsibility of the guest, not Aston Eyre for any loss which you incur if your booking cannot take place.

Covid-19 related cancellation due to lockdown: If Aston Eyre is not able to open due to a national lockdown or local lockdown in Shropshire, imposed by government, OR if a local lockdown is imposed by government which affects your home address and this prevents you from travelling to Aston Eyre, the following options are available:

- You may reschedule your stay to another date of the same value or pay any difference in value.
- You may request a refund in full.

Cancellation by Aston Eyre: Should we need to cancel your stay we will give as much notice as possible and any monies paid will be refunded to you in full within 10 days.

COVID-19 OR OTHER PANDEMIC/EPIDEMIC (referred to as Covid-19 because known): Should you experience Covid-19 symptoms before your stay and have not received a negative test result, we politely request that you do not travel to Aston Eyre. If you experience Covid-19 symptoms during your stay please inform by telephone or email before you leave. Covid-19 is a known risk therefore no longer unforeseen or unexpected and we suggest that guests take out travel insurance to cover the above circumstances. If you do not take out travel insurance it is the responsibility of the guest, not Aston Eyre for any loss which you incur if your booking cannot take place.

ARRIVAL AND DEPARTURE: check in is from 3pm onwards. Check out is by 10.00am. We aim to meet and welcome our guests in person but will also, prior to arrival, leave a key in the property. Once your booking is finalised, we will also provide you with a code for the key safe should we not be able to meet you in person. Please leave the master key in the safe at all times.

LOSS OF KEYS: If you lose the property key during your stay and as a result we have to replace keys or change the locks, the cost of this replacement or change will be payable by you.

SMOKING: Aston Eyre is an entirely **non-smoking** site and accommodation.

PARKING: Please park in the designated parking space for the property which is signposted. Cars are parked at your own risk and Aston Eyre does not accept any liability for any accidents, damage or loss incurred.

LOG BURNER: There are log burners located in the sitting rooms of the barns at Aston Eyre. Please follow the instructions given in the welcome literature, and in the property, to ensure your safety. Importantly, do not touch the flue pipe, do not place items on top of the log burner and always use the gloves provided when opening the door. A carbon monoxide monitor is installed for your safety. Please empty your ash as per the welcome literature. A basket of logs is provided as part of your stay. Additional logs are available from the log store in the courtyard. Please only burn the logs provided by West Farm.

HOT TUB: Please closely follow the hot tub rules in the welcome literature and displayed in the garden for the use of the outdoor hot tub. In addition, please note the following.

- It is recommended that you **do not** consume alcohol prior to or whilst using the hot tub
- Strictly no glass must be taken into or in the vicinity of the hot tub. Acrylic cups are provided.
- **Do not** use the hot tub for prolonged periods.
- If you feel unwell or dizzy seek medical advice.
- If prolonged freezing temperatures prevent the use of the hot tub, we may need to remove the use of the hot tub so that it is not damaged. In these circumstances a refund will not be offered.
- Please remove all jewellery to prevent damage to the hot tub.
- You use the hot tub at your own risk.
- We cannot be held responsible for your safety whilst you are using the hot tub.
- You will be held responsible for any damage.
- Any action by you that necessitates the emptying, cleaning and refilling of the hot tub will result in a charge of £100 payable by you immediately.
- If we have follow on guests that cancel due to the hot tub not being available as a result of damages caused by misuse, then you will be liable for the lost booking revenue.
- Any charges incurred will be fully detailed and photographed. This will be supplied to you by email.

NOISE: We respectfully ask that guests keep noise to a minimum. Whilst we are happy for guests to play music inside to a quiet volume and no later than 10pm, we do not permit music being played outside. Please use headphones if you wish to listen to music later than 10pm.

DAMAGE: Please inform us of any damage, using the contact details in the welcome guide. If faults or damage reported at the end of stay cannot be addressed, you will be responsible for the damage and charged accordingly, including any damage to the hot tubs. No items of furniture, bedding, or any equipment provided for your stay is to be removed from the accommodation. Please note that in order to be kinder to the environment and reduce plastic waste we provide refillable toiletries for guests so please do not remove these from the accommodation.

CLEANING PROCEDURE: A rigorous cleaning regimen is followed by all housekeeping staff at Aston Eyre. A deep, thorough clean of the whole property including associated hot tub is undertaken after check out by guests and before arrival of the next guests. A cleaning product containing disinfectant will be provided under the sink for your own use during your stay, as well as other regular products. Toilet cleaning products are provided in each bathroom. **Please do not bring or use bleach** as it is unnecessary when a more suitable disinfecting product that will not cause damage to furnishings and surfaces is provided for you. If any damage is found to be caused to the property through the misuse of bleach there will be a charge made for replacement of the damaged item.

GDPR: Booking with Aston Eyre requires the collection of personal information. By placing a booking, it is a contractual arrangement between you and Aston Eyre. You have the right to request a copy of the information held. Please contact us by email if you require a copy. The information you provide to Aston Eyre is held on a secure booking system. We will use the contact information provided to let you know about any offers or information about Aston Eyre that we think you may be interested in. If you do not wish to receive these emails, please email stay@astoneyre.co.uk with the subject heading UNSUBSCRIBE. We reserve the right to anonymise and use written comments made by you within our marketing literature.

WE VERY MUCH HOPE THAT YOU ENJOY YOUR STAY WITH US AND LOOK FORWARD TO WELCOMING YOU

PRIVACY POLICY

1 The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Payment details

2 How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For us to carry out your booking that we have been instructed by you to undertake
- Marketing by Aston Eyre
- To provide you with information that we deem you should know about or would be interested in

We use the information that you have given us in order to action these reasons.

We may share this information with:

- Members of the emergency services should an emergency occur during your stay at Aston Eyre

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting stay@astoneyre.co.uk with the email subject line "Removal of Consent"

(b) We have a contractual obligation.

(c) We have a vital interest.

(d) We have a legitimate interest.

3 How we store your personal information

Your information is securely stored by Aston Eyre on our computer system. We keep the information detailed at 1. for no longer than is necessary for the purposes detailed at 2. Disposal of your information is via deletion from our computer system.

4 Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at stay@astoneyre.co.uk if you wish to make a request.

5 How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Aston Eyre, stay@astoneyre.co.uk with subject line "Privacy Policy Complaint".

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>