



Irishman's Tower Terms and Conditions

Thank you for choosing to book the Irishman's Tower. We look forward to welcoming you. By making this booking you are entering into a contract with us. The contract is between you, the 'client' and us, 'Hoghton Tower Limited', the trading company of the Hoghton Tower Preservation Trust. Please read our terms and conditions carefully and keep them safely for future reference.

Prices

- We reserve the right to correct any error in advertised and / or confirmed price.
- The prices stated in any of our literature are in pounds sterling. We require all payments to be made in pounds sterling.
- Our prices include VAT, bedlinen, towels, electricity, hot water, WiFi and welcome gift pack including initial supply of firewood. Additional firewood will be charged on a basket by basket basis.
- As standard practice, upon arrival, a credit /debit card authorisation will be taken.

Payment and booking confirmation

- Bookings for the Irishman's Tower can be made as far in advance of your stay as you wish, subject to availability.
- Booking more than 10 weeks in advance: we ask for a payment of 50% of the cost of your stay as a non-refundable deposit, the remainder is due 10 weeks prior to the first day of your stay which is also then non-refundable. We will send you a reminder of the need for this second payment, but please be aware that if we do not receive the balance within 5 days of the reminder, we will assume that you no longer wish to stay with us and we will cancel your reservation.
- Booking less than 10 weeks in advance: we ask for 100% of the cost of your stay as a non-refundable payment.
- You can pay by bank transfer or credit /debit card. If booking from abroad, an international bank transfer will be required.
- Once we have received your cleared funds, we will send you the details of your confirmed reservation. Please check this through carefully and let us know of anything than needs correcting, within 5 days.

Cancellation of booking

- By making your booking, our agreement is a legal contract and your payment is non-refundable.
- It is strongly recommended to you take out holiday insurance, personal liability, personal accident and medical expense insurance to cover any eventualities.
- Once a booking has been accepted by us, the dates of the booking may be changed providing the property is available for the new dates and the change is made no later

than 7 days prior to the original arrival date. A handling charge of £25 will be payable for any changes to the original booking. Only one such change will be permitted.

- If you do need to cancel your booking, please let us know as soon as possible so that we can make every effort to contact others who might wish to stay at the Irishman's Tower at that time.
- You can let us know that you need to cancel either by phone, email or post. If you use email or the post, please contact us again if you have not heard back from us within 5 working days in case of any technical and / or delivery difficulties.
- If you cancel your booking, a cancellation charge will be due:
 - More than 10 weeks before your arrival date; full deposit (50% of the cost of your stay), payable by you.
 - 0-10 weeks before your arrival date; 100% of full cost of your stay.
- If you choose to cancel your stay due to adverse weather conditions affecting your journey, we regret we are unable to offer a refund.
- If you, for any reason, decide to that you do not want to stay for the length of your reservation, this will be treated as you cancelling your reservation and therefore, we will not be able to refund or compensate you in any way.
- In extreme circumstances outside our control (known as Force Majeure and which includes type of events such as adverse local weather conditions, natural disasters, civil strikes or unrest) we may be forced to offer you alternative accommodation with other local providers or even cancel completely. If a reservation needs to be cancelled for these reasons, then we will give you a full refund. Our liability would not extend beyond this refund.

Adverse Weather Conditions

- We have designed the Irishman's Tower so that whatever the weather, you should have an enjoyable time. Please note, however, that if you are inconvenienced due to adverse weather conditions during your stay, it is with regret that we cannot accept any responsibility.

Occupancy

- The Irishman's Tower is arranged for a maximum of 2 (two) adults. Please do not ask us to exceed this number as this is not permissible.
- If you do wish for additional people to join you during the day (9 am until 10 pm) then please let us know. This is for security and safety reasons. You will be held entirely responsible for all acts, omissions and damages caused by any of your guests. No other persons are allowed in the Irishman's Tower outside these times and we reserve the right to enforce this rule by taking any such actions as may be required, including, without limitation, bringing your stay to an end without any refund.

Children

- Sorry, due to the size and physical layout of the Irishman's Tower, we do not allow children.

Pets

- Sorry, we do not allow pets at this property.

Arrival

- The Irishman's Tower will be available from 3 pm on the day of your arrival, unless otherwise arranged. We may not be able to accommodate your entry into the Tower if you arrive earlier than the agreed time but will try to accommodate the storage of your luggage when possible.
- Please contact us if you will be checking in after 5 pm on your day of arrival so that we can make arrangements for a member of staff to meet you. We regret that we cannot arrange check in after 10 pm. If you arrive after this time, you will not be able to access the property and no refund will be due. In this instance, you will be able to enter the Irishman's Tower the next morning from 9 am onwards.
- We have a security gate in operation, details will be provided on arrival to allow independent access for the duration of your stay.

Departure

- Please vacate the Irishman's Tower no later than 11 am on the day of your departure unless otherwise arranged. We will provide you with an invoice, payable on departure by cash, debit or credit card, of any additional services we have provided you during your stay.
- We expect the Tower to be left as you have found it – clean, tidy and without breakages or damage. Please return all instruction manuals. All keys and security devices must be returned to us before you leave the property.

WiFi

- WiFi access is offered on a complimentary basis and is not guaranteed to always be available or at a particular speed.
- Fair usage restrictions apply to the WiFi provided at the property. Movies, games or other large files cannot be downloaded due to bandwidth restrictions and your use of the WiFi is conditional upon it being used for legal purposes only.
- You will be supplied with the necessary access code only once you have signed the WiFi terms and conditions of use upon arrival.

Smoking Policy

- The Irishman's Tower is strictly non-smoking. No e-cigarettes or vaping is permitted.

CCTV

- Please be aware that for the safety and security we have CCTV in operation at Houghton Tower.

Delimitation of area available to guests during stay

- By entering this contract, you are gaining exclusive use of the Irishman's Tower and the parking area provided for it. You are welcome to walk along the drive and the inner and outer courtyards. Access to all other areas (closed with a locked gate),

including the historic gardens is prohibited unless permission has been expressly granted to you by a member of Hoghton Tower staff.

- If you wish to visit the historic wing of Hoghton Tower and the historic gardens, please speak to a member of staff who will arrange this for you. Please note that a separate entry ticket is payable to gain such entry. Outside the main opening season, a special private tour will need to be organised so please let us know ahead of time so that this can be organised.
- Please note, the private wings of Hoghton Tower are not available for viewing.

Parking

- Parking for up to two (2) vehicles is available. On arrival and departure days you will be able to unload / load your vehicle close to the Irishman's Tower. However, vehicles will then need to be moved to the designated parking area. This is usually located near the Great Barn, approximately 90m (295ft) away from the Irishman's Tower. We reserve the right to relocate the available parking if events at Hoghton Tower necessitate this. In some cases, vehicular access may be restricted at times due to events taking place at Hoghton Tower.

Events

- Please be aware that Hoghton Tower is open to the public and holds a wide variety of different events during the year. Please be aware that these events may occur during your stay and there may be some activity outside the Irishman's Tower. All public events are listed on our website (www.hoghtontower.co.uk) and we advise that you check the website before booking.

Care of the property including damages and breakages

- Please take care when staying at the Irishman's Tower. If you do break or damage anything, please let us know as soon as possible so that we can try to remedy it during your stay or at least for the next guest.
- Any keys and access details must be kept securely and returned to a member of staff at the end of your stay.
- Please ensure that you are respectful of people in neighbouring properties and that you do not do anything that may cause nuisance or inconvenience to others. If your behaviour should make it necessary for us to ask you to leave the property, you will not be due any refund.
- You are responsible and liable for any breakages and damages which you cause to the accommodation and its contents. We reserve the right to charge you for additional costs incurred due to repair, replacement or loss as a result of damage caused during your stay. These charges can include but are not limited to: costs of any additional cleaning if the property is not left in substantially the same state as you found it, costs of repair and replacement due to damage caused, costs of what is considered as unreasonable use of utilities such as electricity, WiFi.
- By making your full payment you are accepting these terms and conditions and agreeing to pay for such repair, replacement or loss as a result of damage caused by you or a member of your party, that will be billed to you after your stay and which will need to be paid within seven (7) days of receipt.

Right of Access

- Please be aware that we retain our rights of access to the Irishman's Tower during the period of your stay should it be necessary to do so, for any appropriate reason. We will endeavour to minimise disruption to your stay if this is the case.

Liability

- Please take care of your own property items during your stay.
- Your personal belongings, your vehicle and its contents are left at the property entirely at your own risk. We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Our responsibility towards you

- Our focus is to make your stay as enjoyable as possible, however should you have a complaint, we will try to deal with the issue as promptly as possible.
- If you are unhappy with any aspect of your stay with us, you should contact us as soon as possible to enable us to resolve the problem as quickly as possible (and within 28 days of the end of your stay) with details of your problem. Please bear in mind, before making your complaint, that we are not responsible for any aspect of your holiday other than the accommodation.

If we cancel or amend your booking

- We would not expect to have to make any changes to your booking, but sometimes due to unforeseen circumstances we do have to make alterations or, very occasionally, cancel bookings. If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking.
- If we cancel your booking, we will refund you any fees you have already paid to us. However, we will not be liable to refund you for any fees you may have paid to any third party in connection with your holiday (including, without limitation, fees for travel, entertainment, activities or insurance).

Access

- The Irishman's Tower is a small, 2 floor historic building (Grade 1 listed) with a full set of narrow stairs. Please inform us, prior to booking, if you or anybody in your party has a disability that may in any way mean that features like stairs, narrow doorways might cause access or mobility problems. We can then advise you on the suitability of the Tower for your party. For more information on the layout of the accommodation, please see our full Access Statement, which can be found on our website (www.hoghtontower.co.uk).

Privacy Policy

- Hoghton Tower Limited and Hoghton Tower Preservation Trust are committed to protecting your privacy and will only retain the information which you provide in accordance with the Data Protection Act 1998.
- All personal and other information / details collected during the course of our business and supplied by you, belongs to us and will not be disclosed to any third-party individual or organisation. At no time will we sell, rent or trade your personal information to third parties or distribute their information to you.
- CCTV is in operation for safety and security. For legal reasons and only in line with the Data Protection Act 1998, we may need to disclose the images to a third party. Where this is the case, the organisation receiving the images must adhere to the Data Protection Act 1998.
- With your permission, we may from time to time contact you about promotions and offers which we think will be of interest to you, via email.
- You may unsubscribe at any time. If you wish to be removed from our marketing lists, please contact us by email or by post.
- In line with the Data Protection Act 1998, all data will be held securely and confidentially by Hoghton Tower Limited.
- This contract will be governed by English Law and subject to the exclusive jurisdiction of the English courts.

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