

# Castle House Lodgings

Booking Ref: \_\_\_\_\_

## Apartment Booking Form

For office information only

Please book by telephone or complete this form and send it to:  
Reservations, Ludlow Castle,  
Castle Square, Ludlow, Shropshire SY8 1AY  
Telephone 01584 874465 Fax 01584 874465  
Email: [info@ludlowcastle.com](mailto:info@ludlowcastle.com) Website [www.ludlowcastle.com](http://www.ludlowcastle.com)

Title: (Mr/Mrs/Miss/Ms/Dr) \_\_\_\_\_ Address: \_\_\_\_\_  
First Name: \_\_\_\_\_ Surname \_\_\_\_\_  
Telephone: (Daytime) \_\_\_\_\_  
Telephone: (Evening) \_\_\_\_\_  
Telephone: (Mobile) \_\_\_\_\_  
Email: \_\_\_\_\_ Postcode: \_\_\_\_\_

Please tick this box if you are happy to receive information from Ludlow Castle by email

Name of Apartment	Start Date	Number of nights	Number in party
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Number of Adults: \_\_\_\_\_ Number of Children: \_\_\_\_\_ Number of Dogs: \_\_\_\_\_  
(Sir Henry Sidney Apartment only)

Required 1 Travel Cot	Prince Arthur & Catherine of Aragon <input type="checkbox"/>	Sir Henry Sidney <input type="checkbox"/>	Comus <input type="checkbox"/>
Required 1 Highchair with Harness	Prince Arthur & Catherine of Aragon <input type="checkbox"/>	Sir Henry Sidney <input type="checkbox"/>	Comus <input type="checkbox"/>
Required Zip Linked King size bed in Bedroom 1	Prince Arthur & Catherine of Aragon <input type="checkbox"/>	Sir Henry Sidney <input type="checkbox"/>	
Required 1 Camp Bed	Prince Arthur & Catherine of Aragon <input type="checkbox"/>		

### AMOUNT DUE

If less than 12 weeks to start of rental the FULL AMOUNT + SURETY of £200.00 £ \_\_\_\_\_

Number of Dogs Maximum 2 (£3.00 per dog per night) £ \_\_\_\_\_

OR If more than 12 weeks to start of rental DEPOSIT of £100.00 £ \_\_\_\_\_

Sub Total: £ \_\_\_\_\_

**Total Paid:** £ \_\_\_\_\_

**PAYMENT:** Cheques should be made payable to **Ludlow Castle** for the required amount: Payment should be in £ Sterling.

**On receipt of your deposit payment we will send you a confirmation of booking**

OR: Please debit my:  MasterCard  Visa  Switch

Please insert your card number:

Valid from     Expiry date     Issue No

3 digit security code (on rear of card)

I authorise Ludlow Castle to charge my account as shown above. **Total :** £ \_\_\_\_\_

Cardholders signature \_\_\_\_\_

Print Name \_\_\_\_\_

Cardholder's name and address (if different from above)

Address \_\_\_\_\_

\_\_\_\_\_

Post Code \_\_\_\_\_

**Declaration** (to be signed by the person responsible for the booking)

I declare that I am over 18 years of age and that I accept the Booking Terms and Conditions as shown overleaf

Signature \_\_\_\_\_

Date \_\_\_\_\_

# BOOKING TERMS AND CONDITIONS

## General

- 1. Your booking must be for holiday purposes only. The property must not be used for business purposes (except by prior special arrangement – please contact the office on 01584 874465 for further information) or for gatherings such as weddings or parties. No camping.**
- 2. You may not arrive before 4 pm on the first day of your booking and you must leave by 10 am on the last day.**
- 3. Excluding babies in cots, the number of people sleeping in the property must never exceed 4 (+ 1 child, under 16, if confirmed on booking form, in The Prince Arthur and Catherine of Aragon Apartment only).**
- 4. Dogs are allowed only in the Sir Henry Sidney Apartment (maximum 2 dogs). We will make a charge of £3.00 per dog, per night. They must be kept off the furniture and under proper control. No other pets are permitted.**
- 5. No fireworks shall be taken onto, or let off from, the property.**
- 6. Whilst the information in our price list is correct at the time of going to print, we reserve the right to change any of the prices, services, or other particulars contained in published information at any time before we enter into a contract with you. If there is any change, we will notify you before we enter into any contract.**

## Contracts and warranties.

7. Once we have accepted your booking and payment then required, a contract has been entered into, which includes these conditions, and those set out below and such a contract is governed by English law. Payment of all required amounts when they are due is the essence of the contract.

8. When you make a booking you warrant that you are over 18 years old, accept full responsibility for all persons who will use the property during the period booked and have read and understood the relevant part of our current Price List and the Booking Terms and Conditions.

Whilst we have used our best endeavours to ensure all information supplied and details of the accommodation are given in good faith, no warranty is given as to their accuracy and we do not accept any responsibility or liability for any loss or damage resulting from information given or statements made whether orally or in writing.

We give no guarantee or warranty as to the state or condition of the accommodation and will not be liable for any act, neglect or default on our part or any other person, nor for any accident, damage, loss, injury, expense or inconvenience whether to personal property which you or any other person may suffer or incur. Although we will use our best endeavours to fix any broken domestic appliances or other equipment/contents as soon as possible, you acknowledge that due to the limited period of hire, it may not be possible to repair such items during such period.

The clauses of these terms and conditions shall operate on the basis that the terms and conditions and provisions contained within them shall be severable so as to have effect as separate and distinct rights, provisions and obligations independently of the others. In the event that any should be found by a Court of competent jurisdiction to be unenforceable, the unenforceable provision shall not affect the validity of the remaining terms and conditions, which will remain in force.

## Bookings

9. Provisional bookings made by telephone will remain firm provided we receive the amount due within the period agreed at the time of booking (usually one to seven days). Please note that any provisional bookings made by email need to be confirmed over the telephone, or by sending in the Booking Form, along with payment.

10. If your holiday starts within 12 weeks of the date you make your booking, you are required to pay the total price at the time of booking plus a Good Housekeeping surety of £200.00.

11. If your holiday starts more than 12 weeks from the date you make the booking, you are required to pay a deposit of £100.00.

12. If you pay a deposit, the balance must be received at least 12 weeks before the beginning of the period booked. We do not undertake to remind you and if we do not receive the balance when due, we shall, with regret, cancel your booking and make it available to others.

13. Bookings must be for our normal booking periods and will not be less than three days or for more than three weeks. In the case of bookings for more than one week, we provide linen and towels for each successive week.

### **Payments**

14. We accept Switch, Maestro (issued in the UK), Visa, MasterCard and sterling cheques. All payments must be in sterling. Cheques shall be made payable to Ludlow Castle.

15. Surety is refundable, (by cheque or by crediting the credit card used to pay the balance), within one week of departure but we may deduct from this sum the fair cost of making good damage, replacing breakages or extra cleaning if the property is not left in a similar condition to that which existed at the time of your arrival. If loss or damage exceeds the surety we may retain the full sum and seek further indemnity.

### **Loss or Damage**

16. When you book, you agree to indemnify us against all loss and damage arising (including unreasonably large amounts of cleaning) directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any person or animal accompanying you, and without limitation of the foregoing to pay us forthwith upon written demand our costs in making good any such loss and damage and cleaning.

17. We shall not be responsible for any loss, or damage to any vehicle or belongings, or injuries sustained by you or any member of your party.

### **Cancellation**

18. If you cancel a booking for any reason, you must notify us in writing, by post or by fax only. The effective date for calculation of any termination fee be by reference to the date at which such notice was received. Your deposit is non-refundable and the following cancellation charges will apply:

**More than 90 days before start date:** your deposit

**89 to 60 days before start date:** 50% of the total rental

**59 to 30 days before start date:** 75% of the total rental

**29 days or less to start date:** 90% of the total rental

**On start date or early departure:** 100% of total rental

In addition you will be responsible for any travel costs incurred by you in relation to the booking. We do not operate a cancellation insurance scheme and strongly recommend that you ensure that you have your own appropriate cover.

19. We can in some cases transfer bookings to a new date for a charge of £40 for each booking, plus any additional rent. (If there is a surplus we will hold that against a future booking, and will not refund it).

20. We may cancel a booking at any time before the date on which it begins. We would expect to do this only for essential building work or for some other reason unforeseen by us at the time your booking was accepted. In this unlikely event we shall refund in full all money received by us for the booking, but will not have any liability beyond this and, without limitation of the foregoing, we will not have any liability for travel or other costs incurred by you in relation to the booking.

21. We accept no liability for any works or activity of any sort occurring on any premises adjoining or neighboring our property, nor shall we be responsible for making any enquiries about the likelihood of, or providing any information to you about any such works or activity.

### **Access**

22.1. Anyone with our authority may have access during your stay. This is unlikely to happen, but if it does, we will give you as much warning as we can. There will be no need for you to stay in, since our Housekeeper can accompany the visitor.

22.2. We reserve the right to refuse entry or refuse to hand over the property to any person who, in our reasonable opinion, is not suitable to take charge.

### **Satisfaction**

23. In the unlikely event that, for any reason you are not satisfied with the accommodation, you must contact a member of staff without delay to enable us to address the problem immediately. Failure by you to notify any complaint prior to your departure will entitle us to refuse to entertain any such complaint, irrespective of its merits. Under no circumstances will our liability in respect of any such complaint exceed the rental paid for the accommodation.

### **VAT**

24. Our prices include VAT where appropriate. If VAT rates change, we reserve the right to amend our prices accordingly.

25. We reserve the right to terminate a booking at any time if these conditions are not met in full.

**Privacy Policy**

The owners will only use your data for the purposes for which it is provided or for purposes to which you have consented.