



Thank you for choosing Warrensgrove Estate –

A week before you arrive, you will receive a welcome email regarding the details of the apartment.

If you have not received this welcome email, please contact us on +3530873292200 or email us info@warrensgroveestate.com or elenahostetler@shandanganfarms.com

Please provide a contact mobile number.

Please note information on the apartment below;

- Terms and Conditions are attached for your attention.
- **A security deposit is required, see T&C's**
- Linen & towels are provided (if you require a change of linen & towels during your stay, a charge may apply).
- The apartments are self-catering and not serviced daily. Toiletries are not provided.
- We advise that access to apartments may be via flights of stairs, there are no lifts available.
- **We are unable to show all our apartments on the website. Please be aware that the photos are just sample of the apartments available. The standard is high throughout all the accommodation, although decor & style may differ.**

Parking

Is free but please confirm the number of vehicles and plate numbers with office on arrival

Please complete the below details and send it back.

Group Details

Number of People:

Age of Group:

0 – 17 years:

18 - 25 years:

25 - 35 years:

35 – 45 years:

45 – 55 years:

55+ years:

Type of Group (i.e. Family, friends, colleagues):

Purpose of visit (Holiday, Work trip, celebration, visiting family, other):

Is there anybody in the group with accessibility requirements?

Any other comments:

Kind regards,

Warrensgrove Estate Terms and Conditions

- Warrensgrove Estate does not have a full-time reception. **Office hours are Monday to and weekend hours are variable.** If you lose your key or get locked out and require assistance a **€100** call out charge applies.
- **Pre-Authorization of Booking**
Warrensgrove Estate reserves the right to pre-authorize your credit card 14 days prior to arrival. Non-valid credit cards will result in automatic cancellation of the reservation.
- **Security Deposit**
A security deposit is required.
This is to cover any damages/breakages/ replacement of items to do with the accommodation or any other charges incurred by the guest.
The card provided at the time of booking will be pre-authorised for that amount.
Warrensgrove Estate is NOT charging your credit card for the deposit. A pre-authorisation is a security guarantee for payment only. Your bank may reduce your spending limit on the card for several days.
Pre-authorisation should be released by your issuing bank automatically, if not you will need to contact your home issuing bank.
- **Check-in:** Generally, you can check in at 14:00. If you are arriving after office hours, the entire payment will be deducted from the card provided at the time of booking.
- **Check-out:** Check out time is at 10am. An inspection will be carried out on the apartment, keys will be collected, and your deposit will be released to you unless other charges apply. If you are checking out outside of office hours, you will need to inform staff within office hours prior to your check out and on vacating leave the keys in the drop box outside the office. If you require a late checkout, please enquire with a member of staff of the possibility of same.
- **Applicable Deposit Policy**
Non-refundable deposit of 10% of the booking will be charged any time after booking.
- **Applicable Cancellation Policy**
If cancelled or modified up to 14 days before date of arrival, no fee will be charged. If cancelled or modified later, the total price of the reservation will be charged. In case of no-show, the total price of the reservation will be charged.
- Please be aware that the photos are just sample of the apartments available. The standard is high throughout all the accommodation, although decor & style may differ.
- **What is and what isn't included**
Please note the apartments are self-catering. We do not supply toiletries. General cleaning material like dish washing liquid is provided. Toilet Roll is provided. The quantity of toilet roles may not be sufficient for the holiday duration. The quantity is designed to avoid inconvenience to the start of the holiday. Linen and towels are provided. If you require a change of linen or towels during the stay, a charge may apply.
- Guests are welcome in the accommodation and must present themselves to the office.

For security reason please tell the office in person, email, or phone call and identify guests. **There are no parties allowed and noise must be kept to a minimum out of respect to other guests. Guests who do not comply with Quiet Policy and disrupt the peace and quiet enjoyment of other guests will be required to vacate premises without refund.**

- Guests are agreeing to use the property as a private dwelling and not to use it, or any part of it, for any other purpose on or from the property. Guest are agreeing to not receive paying guest, or carry on, or permit to be carried on, any business, trade or profession on or from the property. **Guests who do not comply will be required to vacate premises without refund.**
- Anti-social behaviour is not tolerated. If such an incidence occurs outside office hours and a member of staff should be called **a €100 call out charge applies.**
- We operate a strict **no-smoking policy** in all properties. Kindly be advised that if you decide to smoke in the accommodation Warrensgrove Estate reserves the right to add a deep cleaning charge of **€250** to your account on departure This surcharge is to ensure that our accommodation is left the highest of standard and comfort for all future guests.
- Keys are the responsibility of the guests. The replacement of any keys lost/stolen/broken shall be at the cost of the guest. **The charge to replace a lost/stolen key is €75.** This must be reported to a staff member.
- The accommodation agency cannot be held liable for any personal injury to any guest or guests invited to the property.
- No pets are allowed at any time in accommodation.
- It is forbidden to hang clothes on the windows/terraces.
- It is forbidden to hang/stick anything to the internal/external walls of the property.
- We are not responsible for any damage/loss of items from the guests' personal belongings.
- Guests must keep entrance doors properly locked always. House/apartment security is the responsibility of the guests.
- Illegal drugs are not permitted to be kept or consumed on the premises.
- Aggression and/or violence towards other guests or staff will not be tolerated and may result in immediate eviction with the loss of the security deposit.
- You are obliged to allow all staff members or hired technician's access to your room during day time hours to fix maintenance issues. Due notice will be given.

By receipt of this by email is confirmation you agree unless you contact Warrensgrove Estate with anything you do not agree to.

Name:

Date:

Signature: