

Terms & Conditions

You may arrive at the Property from 3pm on the first date of the Booking and must vacate the Property no later than 10am on the last day of the Booking unless otherwise agreed by Us.

If We are catering for You then guests must provide us with any Dietary requirements and/or allergies for anyone involved before their stay. Ultimate responsibility lies with the host.

Coombe End Estate accepts no liability for the safe keeping of any customer possessions. Customers are required to ensure that their property is adequately insured against theft and/or damage.

Any activities organized by the Estate are done so entirely at the licensee's and their guest's risk. You must ensure adequate insurance is in place for any activities enjoyed. We shall not be held responsible should an accident occur, and the Estate insurance shall not be involved in any loss or damages.

Guests are required to note that an inventory is maintained for all rooms and any breakages, missing items or damage (that extends beyond fair wear and tear) shall be charged as an addition on a final invoice. We will refund your pre-agreed damage deposit within thirty (30) days of your departure, if the Property is left in a satisfactory condition and all invoices have been paid.

One dog is permitted in the house. Ultimate responsibility for the dog lies with the host.

We operate a no-smoking policy in all internal areas of the Property.

Guests use the gym equipment and swimming pool entirely at their own risk. Under no circumstances should children be unsupervised. No running or diving is allowed.

We provide 2 full-time housekeepers responsible for usual housekeeping duties to include: cleaning the house, washing and changing bed linens and a laundry service. Each housekeeper receives two full days off a week. All grounds maintenance, including the pool, is included.

Guests are responsible for locking the house at the end of each evening.

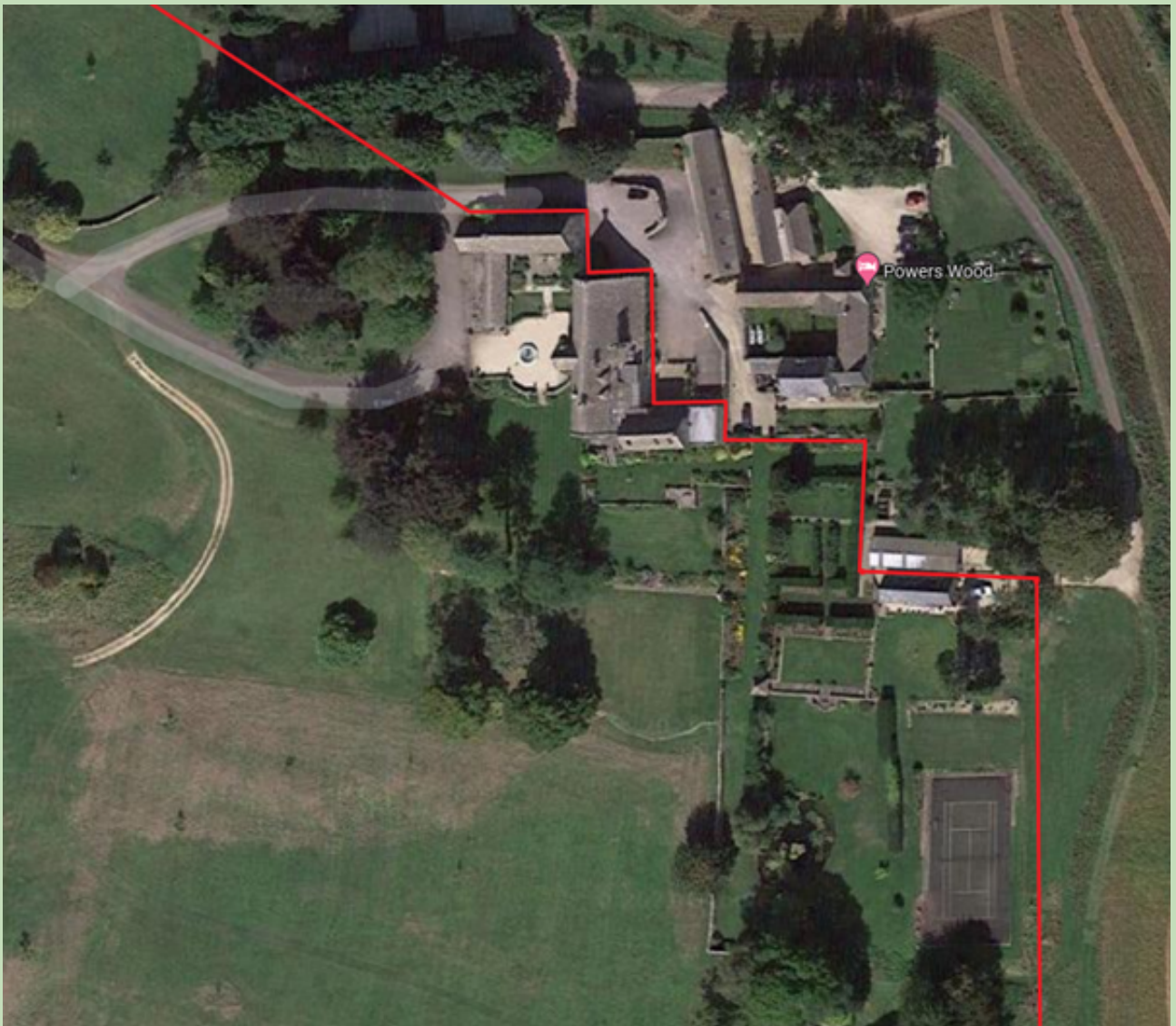
The Estate Office must be informed in advance of every visitor that attends the house. This must be conducted before their arrival.



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With over 2000 acres of land, there is a lot of the estate to explore, however we kindly ask our guests to bear in mind there are staff members living on the estate grounds so some areas might be restricted.

Guests may enjoy access to the immediate garden areas to the front of the house (to the left of the red line as depicted below). Any use of the Estate's further land requires prior consent from the Estate office.



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Cancellations Terms & Conditions

Any bespoke services (e.g. chef, wait staff), spa treatments and activities booked prior and during your stay is subject to the following cancellation terms and conditions:

If cancelled a week or more before the start of the service, you will not be charged.

If cancelled at least 72 hours before the start of the service, you can be charged 50% of the service price.

If cancelled less than 72 hours before of the start of the service, the service will be fully chargeable.

House Spa Terms & Conditions

Health Concerns:

Some treatments are not suitable for certain medical conditions or during pregnancy. To avoid disappointment, please raise any concerns at the time of booking. We ask you to postpone your treatment if you are feeling unwell as we are unable to honour treatments to those who have symptoms including a fever, cough or sore throat.

Many of our treatments are suitable during pregnancy but do ask for information when booking.

Children Policy:

Children under 14 years of age are not permitted to use the spa at any time.

Cancellation Policy:

Any booked spa treatments cancelled at least a week in advance will not be charged. Any booked spa treatments cancelled within a week and 72 hours before the start of treatment/s will be charged 50% of the total cost.

Not turning up for your spa treatment or cancelling with less than 72 hours' notice, will be charged in full.

