



Deans Court Cottages & Gate House

Pre-Arrival Information for Guests

2017

Deans Court Accommodation - FAQs



How and when do I pay?

Payment can be made by bank transfer, by cheque, or by card over the phone (there is a 2.5% fee to pay by card)
One third of the hire price is taken upon reservation to secure the booking
The balance and security deposit (£200 for Cottages, £500 for Gate House) is payable about eight weeks prior to arrival

What happens if I have to cancel?

We reserve the right to retain any payment made (see our terms and conditions [3.1] for further details)
Please let us know ASAP so we can re-advertise the property

When will my deposit be returned?

E-mail us with your account number and sort code and payment will be made within 3 days of departure
Naturally if there are any damages we will contact you to discuss

Is there a TV?

Yes – with Sky !

Is there Broadband?

Yes – and it's wireless !

What is the postal address?

Apple Cottage = 1 Leaze Cottages | Plum Cottage = 2 Leaze Cottages | Gate House = 9, The Gate House
Deans Court Lane
Wimborne
Dorset
BH21 1EE

How much parking is there?

There is plenty of off road parking – just let us know if you intend to bring more than 2 cars

Are dogs allowed?

Yes, most breeds are welcome if they are well behaved, non-aggressive and kept under your control at all times of your stay. Please bear in mind there may be children around, and there are two easy-going dogs living in the main house.

The Cottage gardens can be secured by closing the gates if you are worried about containing your own dog.

The Gate House gardens is completely private

We regret that we do not allow Specially Controlled Breeds as listed under the Dangerous Dogs Act 1991, plus the following more usual breeds: Rottweiler, Doberman, German Shepherd, or Pit Bull Terrier (of any type). However good-natured your dog is at home, please remember that they can behave out-of-character in a new environment, especially when being fed. Please always feed your dog indoors and away from people and other dogs they do not know.

For a full list of breeds we do not allow please ask.

When is arrival and departure?

As standard they are 16:30 and 10:30 respectively; but if there is no one leaving / arriving on the same day we can be flexible – just ask
See the next page for check-in / out details

What is provided for children / babies?

We have a high chair and a travel cot available upon request - but unfortunately we do not supply the bedding
Please Note: Children are not allowed to sleep in Plum Cottage's Shepherd's Hut

Are there any extra charges?

No – the hire price includes heating, electricity, linen etc. You will also find washing up liquid and dishwasher tablets too!

Can we have friends over?

Of course! And, if you require more tableware / linen, let us know

Can we smoke inside?

No – please refrain from smoking inside the cottages

How do I find out about local attractions?

There are plenty of local attractions – if you want to plan these, some details are on our website, more can be found in the welcome packs upon arrival, and there is a very good Tourist Information Centre in the town, telephone: (01202) 886116

Are the cottages disabled-friendly?

Apple Cottage and The Gate has a downstairs twin bedroom with en-suite shower room / toilet.

However, there is one small half step on the ground floor of Apple Cottage.

Paths and drives do have gravel but are on the whole negotiable for wheelchairs

Check-In / Out Details & Directions to Deans Court Lane (BH21 1EE)



From London

Take M3 and stay on until about 10 miles after the Winchester exit, when it divides into M27 East & M27 West. Take M27 West (to Bournemouth & Southampton). Stay on this road, which becomes A31, bypassing Ringwood, and follow signs to Dorchester until *signs for Wimborne. Be sure to keep to the left at the 'hamburger roundabout' – Canford Bottom.

Follow road into Wimborne until you reach a roundabout with a modern circular building (brick and blue trim) – take right exit (to Town Centre). After 50 yards take first left at Waitrose (to Town Centre) and continue to T-junction. Turn right (to Town Centre), go over bridge, past 'The Rising Sun' pub on left. Continue for 50 yards until you see a TV shop on the left called Holmans; turn left here into Deans Court Lane – see below.

From Dorchester and Blandford

Drive into town centre, and follow one-way system back out of The Square, at the traffic lights, turn right. 100 yards later turn right into East Borough, which will bring you out into back into The Square. Go across the Square and down High Street, passing Minster on right. Follow road round double bend until you reach a junction, with a TV shop called Holmans opposite. Go straight across junction into Deans Court Lane – see below.

From Cranborne

Coming into Wimborne on West Borough you go over a bridge. Stay on road and at 2nd set of traffic lights you will be streamed left into Priors Walk. 100 yards later turn right into East Borough, which will bring you out into the Square. Go across square and follow High Street, passing Minster on right. Follow road round double bend until you reach a junction, with a shop called Holmans opposite. Go straight across junction into Deans Court Lane – see below.

From Bournemouth and Poole

*(not via Canford Bottom Roundabout - if you are, follow from the * in 'From London')*

Coming into Wimborne on the Poole Road, follow road until you reach a roundabout with a modern circular building (brick and blue trim) – go straight over (to Town Centre). After 200 yards take first left at Waitrose (to Town Centre) and continue to T-junction. Turn right (to Town Centre), go over bridge, past The Rising Sun pub on left. Continue for 200 yards until you see a TV shop on the left called Holmans; turn left here into Deans Court Lane – see below.

For Apple & Plum Cottage

At the end of the lane is a grey gate on the right. 'Buzz' us on the 'Cottages' button and we will open the gate, which will close after you have driven through. Follow gravel drive round the left. The cottages are at the far end of the drive on the right – through large wooden gates. When you enter park on the gravel inside the gates, Plum is on the left and Apple, the right – you've made it !

The code for the gate can be found in the welcome pack inside the cottage - if you can't find it, you can always 'buzz' for 'Cottages'

Check-In -- The key will be left in the door for you, just go on through
Check-out -- just leave the key on the kitchen work surface inside (the door can be left unlocked)
... please let us know if there have been any breakages or damages

For The Gate House

At the end of the lane the Gate House is on the left, you can park just outside – you've made it !

If you have more than 3 cars, let us know and we will give you the code for the electric gate opposite. Then you can drive through and park in the orchard on the right after you have driven through. You can also open the gate by 'buzzing' 'Cottages' on the intercom.

Check-In -- The key can be collected from the café next door.
If you plan to arrive after 17:00, please call them on (01202) 639249 to arrange for the key to be left in a safe place
Check-out -- just lock the door and post any keys through the letterbox
... please let us know if there have been any breakages or damages

General Terms & Conditions for Wedding / Event / Accommodation Hire and Provision of Catering Services

1 Definitions

Term	Definition
Agreement	means the Wedding/Event/Booking Notes, (the 'Guide for Brides & Grooms' in the case of a wedding) and these General Terms and Conditions
Catering Services	means the provision of food and beverages, relevant personnel including bar and waiting staff and any other event services agreed and set out in the Wedding/Event/Booking Notes
Deans Court	means any combination of: Deans Court Cottages Ltd Deans Court Gate House Ltd Country Weddings Dorset Ltd Sir William Hanham trading as Deans Court Events
Event	means the Event to be held by the Hirer as specifically described in the Wedding/Event/Booking Notes
Venue	means the house, grounds, marquee, cottage, gate house or other part of the venue as described in the Wedding/Event/Booking Notes
Estimated Final Bill	means the estimated total sum payable by the Hirer for the Venue and Catering Services provided under this Agreement and set out in the Wedding/Event/Booking Notes
Hirer	means the individual or company hiring the Venue and/or Catering Services from Deans Court as set out in the Wedding/Event/Booking Notes
Hire Period	means the period for which the Venue is hired as set out in the Wedding/Event/Booking Notes
Wedding/Event/Booking Notes	means the document setting out the specific requirements and terms of the booking, taking into account any specific requirements in terms, which is agreed to by both parties upon receipt; save for written communication confirming non-agreement being issued within 7 days
Venue Owner	means the owner of the land and property

2 Payment

- 2.1 The Hire Fee shall usually be paid by the Hirer in installments, as set out in the Wedding/Event/Booking Notes.
- 2.2 Bookings will not be considered confirmed until the agreed initial deposit has been paid in full.
- 2.3 Payment of invoices shall be in accordance with the details set out on the invoice – usually 7 days.
- 2.4 All charges shall be as set out in the Wedding/Event/Booking Notes or where no charge is given, shall be in accordance with Deans Court's price list at the date of acceptance of the Hirer's booking.
- 2.5 Charges may be subject to VAT at the current rate.
- 2.6 All queries relating to Deans Court's invoices must be notified in writing to Deans Court within 7 days of the invoice date.
- 2.7 Interest will be charged by Deans Court on overdue payments at the rate of 4% per annum above the current Bank of England base rate. Any interest so charged will be deemed to be an amount payable by the Hirer under the terms of this Agreement.
- 2.8 The Estimated Final Bill is an estimate only and is subject to change.

3 Cancellation by the Hirer

- 3.1 Cancellation charges shall apply in the event that the Hirer cancels the booking. The booking shall only be deemed cancelled upon receipt of written notification of such from the Hirer. The charges will be as follows: Up to 14 days, 100% of the Estimated Final Bill | Up to 28 days, 75% of the Estimated Final Bill | Up to 2 months, 50% of the Estimated Final Bill | After receipt of deposit, 100% of the Deposit

4 Cancellation by Deans Court

- 4.1 Deans Court reserves the right to cancel this Agreement at any time in the event that:
- the Hirer commits a material breach of the Agreement and has not rectified such breach within 7 days of notice to do so; or
 - the Hirer becomes bankrupt or enters into liquidation or has a receiver appointed over its assets or part thereof or an administration order is served upon it or (being an individual) dies; or
 - the Venue or part of it has to be closed for reasons beyond Deans Court's control.
- 4.2 In the event of cancellation under 4.1(a) or (b) above, the Hirer shall be liable to pay the cancellation charges set out in section 3.1.
- 4.3 Deans Court reserves the right to cancel this Agreement at any time for its own convenience and shall not be liable whatsoever for any costs of losses incurred by the Hirer but shall reimburse the value of any deposit or charges paid by the Hirer to Deans Court.

5 Use of the Venue

- 5.1 The Hirer shall not commit or cause to be committed any illegal activity at the Venue.
- 5.2 The Venue and the Catering Services shall be used by the Hirer for the purposes of the Hire only.
- 5.3 The Hirer shall be responsible for the conduct of its staff, attendees and guests whilst at the Venue and shall provide suitable supervisory staff where appropriate.
- 5.4 The Hirer shall provide Deans Court with the final numbers attending the Venue no later than the date specified for such provision of information in the Wedding/Event/Booking Notes, and, where requested, shall provide Deans Court with a full guest list in alphabetical order for security purposes in accordance with the terms of the Wedding/Event/Booking Notes. The Hirer shall immediately notify Deans Court of any subsequent changes.
- 5.5 In the event of an emergency, the Hirer's staff and guests shall comply with any instruction issued by Deans Court and shall immediately evacuate if so requested.
- 5.6 If required, the Hirer shall ensure that all of its staff and guests have appropriate security passes as a means of entry. Official written invitations may act as such security passes provided that they include the words "Please bring this invitation with you as a means of entry". A sample of such shall be provided in advance by the Hirer to Deans Court.
- 5.7 The Hirer shall not permit the use of flash photography, filming, video or sound recording without the prior written approval of Deans Court. [Not applicable to Accommodation Hire or Weddings]
- 5.8 The Hirer shall not bring into or onto the Venue any equipment or temporary structures without the prior written approval of Deans Court.
- 5.9 The Hirer shall not fix anything to the walls, floors or ceilings of the Venue without the prior written approval of Deans Court.
- 5.10 The Hirer shall keep all gangways, passages, staircases, doorways and emergency exits free from any obstruction during the Hire Period and shall immediately comply with any instructions given by Deans Court to remove any obstructions.
- 5.11 The Hirer shall not display any posters, directional signs or other material in the Venue without the prior written approval of Deans Court.
- 5.12 The Hirer shall not use any logo, trademark, name or other such design owned or associated with Deans Court the Venue Owner or previous Events, without the prior written consent of Deans Court and/or the Venue Owner.
- 5.13 The Hirer shall ensure that its staff and guests remain in the agreed areas at all times during the Hire Period, as directed by Deans Court.
- 5.14 The Hirer shall not allow any food or beverages to be brought into the Venue and only food and beverage supplied by Deans Court and described in the Wedding/Event/Booking Notes shall be consumed at the Event Venue, unless otherwise agreed by prior arrangement with Deans Court. [Not applicable to Accommodation Hire]
- 5.15 Deans Court reserve the right to refuse admission to the Venue for any reason whatsoever at all times.

6 Liability

- 6.1 The Hirer shall be liable for any damage howsoever caused to the Venue, including without limitation the buildings and their contents, by bringing onto the premises or the removal from the premises of any item of equipment.
- 6.2 The Hirer shall be liable for any costs incurred by Deans Court as a result of any act or omission by persons for whom the Hirer is responsible.
- 6.3 All goods or items of any kind brought into or onto, or placed at, the Venue by the Hirer or its staff or guests shall be done so entirely at the owner's risk.
- 6.4 Deans Court shall not be liable to the Hirer for any delay or failure in performing services including Catering Services if such delay or failure is due to any cause beyond Deans Court's reasonable control.
- 6.5 Deans Court shall not be liable under this Agreement for any consequential or indirect loss to the Hirer and its total liability for any loss under this Agreement shall not exceed the price paid by the Hirer for the Venue and the Catering Services.
- 6.6 Nothing in these terms and conditions shall exclude either party's liability for death or personal injury resulting from negligence.

7 Notices

- 7.1 Any notices required or permitted under this Agreement shall be in writing and shall be deemed to have been received within 2 working days of sending by first class mail. Notices given by email shall be deemed to have been served upon transmission if sent during business hours, or if not, the next working day.

8 Premise License

- 8.1 The responsible person shall take all reasonable steps to ensure that staff at the Venue do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. An irresponsible promotion means activities carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children.

9 General

- 9.1 No variations to this Agreement shall be effective unless agreed in writing.
- 9.2 This Agreement constitutes the entire agreement between the parties and supersedes any previous agreement or arrangement between the parties relating to the subject matter of this Agreement.
- 9.3 Each of the provisions of this Agreement is severable and if any provision is or becomes illegal, invalid or unenforceable, the remaining provisions shall not in any way be affected or impaired by it.
- 9.4 No rights under this Agreement may be assigned by the Hirer without Deans Court's prior written consent.
- 9.5 This Agreement shall be governed by and construed in accordance with English Law and each party submits to the exclusive jurisdiction of the English Courts.