

Wedding Guest Information & Terms and Conditions of Booking

The Victorian Barn, Dairy House Farm, Woolland, Blandford Forum, Dorset. DT11 0EY
Tel: 01258 817501. Email: info@thevictorianbarn.co.uk

GUEST INFORMATION FOR WEDDING GUESTS ONLY

FINDING US - SAT NAV - DT11 0EY

The Victorian Barn, Dairy House Farm is situated between the villages of Woolland and Hazelbury Bryan. When driving from Hazelbury Bryan towards Woolland; The Victorian Barn, Dairy House Farm is approximately 1.25 miles and is located just after a sharp bend; the drive is on the right hand side. When driving from Woolland towards Hazelbury Bryan; The Victorian Barn, Dairy House Farm is the second turning on the left after a wooded area before a sharp bend.

There is a tall sign indicating Dairy House Farm and there is also a brown Heritage sign directing you to The Victorian Barn.

The driveway has a concrete entrance and is then tarmac with two speed humps.

RECEPTION

On arrival please follow the sign to reception to collect your key. The reception is located in the conservatory next to the triple garage, adjoining the main house. Please ring the bell for a member of the team to assist you.

If you wish to check in following the ceremony please collect your key from a member of our team who will be either located at the front of the Barn near to the entrance of The Osborne Hall or at Reception.

ARRIVAL

Check in is from 11am if one night has been booked

Check in is from 4pm if two or more nights have been booked.

Please respect the tranquillity of our setting we do not permit arrivals between the hours of 10pm and 8am

If you wish to arrive after 6 pm we can leave the key to your room in the door or with a member of the wedding party. This can be discussed upon booking.

Late arrivals

We request that guests notify The Victorian Barn if they are going to be delayed as the reception closes at 6pm. Please notify us if you intend to arrive after that time so we can leave the key in the door in your property.

PARKING

We request that you park your vehicle at the front of the swimming pool area. Please do not park in the Victorian Barn car park or the reception area as this is for unloading only.

FIRE PROCEDURE

In the unlikely event of a fire whilst you are staying with us at The Victorian Barn when hearing the fire alarm please assemble immediately at the FIRE ASSEMBLY POINT situated in the front car park of The Victorian Barn.

Breakfast

Complimentary Tea, Coffee, Sugar & Milk is supplied in the kitchens.

We are pleased to offer a buffet style full English breakfast on the morning **after** the wedding between 8.30 am and 9.30 am in the dining hall.

We do not offer breakfast on the morning of the wedding. Guests can self-cater in the shared kitchens available.

DEPARTURE

This is promptly by 11 am on the departure day booked for both the property and the leisure facilities. Please observe this rule to facilitate the preparation of the venue for new arrivals.

HOW TO CONTACT US DURING YOUR STAY

The reception is not manned except for check in and check out times therefore please use the methods below in order to contact us.

For General Queries & Maintenance:

(Please allow us time to respond)

Email: info@thevictorianbarn.co.uk

Text: 07956 161528

For Emergencies:

Call: 07956 161528 OR 01258 817501

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FACILITIES

Hot Tubs

For Health & Safety reasons the hot tubs will not be available during the wedding stay at any time.

Swimming Pool, Gym and Sauna opening times – (Please contact reception for the use of the Sauna)

Friday	Open until 8.00 pm
Saturday	10.00 am – 12.00 pm
Sunday	8.00 am opening

Wi-Fi

Complimentary superfast broadband is offered under a fair use policy based on emailing and web browsing. The properties are monitored, therefore excessive downloading of films, music and gaming will incur a charge of £5 per 1GB.

It is against the law to download illegal or copyrighted material.

ATM – the closest cash machines can be found in the town of Sturminster Newton (4 miles approx). We regret but we are unable to offer a cash facility on site.

Please note the bar facilities on the wedding day accept cash only. We do not take payment cards.

There is a village shop and pub in Hazelbury Bryan (2 miles). We do not have an onsite shop or restaurant.

GENERAL BOOKING TERMS & CONDITIONS

YOUR CONTRACT

A binding contract comes into existence when your booking is confirmed by email.

On receipt of the confirmation you must advise us if anything appears to be incorrect. We regret that we cannot accept liability if we are not notified of any inaccuracies within 7 days of the confirmation.

We reserve the right to refuse a booking without giving any reason.

RENTAL PAYMENT

In order to confirm your booking, we request payment in full by debit card or bank transfer. Your booking will be confirmed via email. We are unable to accept credit cards.

OCCUPATION OF THE PROPERTY

Fire regulations require that we are aware of the names and contact details of ALL guests at the premises including children and babies. This is to be communicated prior to your stay. Only the named guests are permitted to use or stay in the property. The number of guests per room must not exceed the number of bed spaces. Any unauthorised extra guests will not be allowed to stay. We do not permit extra guests/ last minute guests or children to sleep on sofas or floors. The proprietor is not responsible, and cannot accept liability, for any injury to, or loss of property from, any guest while staying at The Victorian Barn.

We do not accept camping or campervans at any time during a wedding stay within The Victorian Barns grounds.

CANCELLATIONS BY THE GUEST

You may cancel your booking at any time. Cancellation must be communicated to us in writing and takes effect from the date received by us. If the accommodation is re-let, the Owner will reimburse the room cost minus your deposit and an administration fee of £10.

CANCELLATIONS BY THE VICTORIAN BARN

It is extremely unlikely that we will have to make any changes to your booking. However, we may have to make changes and reserve the right to do so at any time.

If we are forced to cancel your stay because of force majeure or for any reason that makes the property unfit, you will receive a full refund of all monies paid to us.

INSURANCE

It is the responsibility of the guests to ensure that their personal possessions are insured. We cannot accept any liability for theft of, loss of or damage to personal possessions.

COMPLAINTS

Complaints must be reported immediately to us thereby giving us the opportunity to rectify the problem during your stay. No complaints will be entertained at the end of the stay or after the guest has departed.

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LETTING AGREEMENT

Please read these conditions of hire carefully.

The Guest agrees with the Owner as follows:

- 1) Not to deface, make any alterations or additions to the interior or exterior of the premises or to the decoration, fixtures or fittings of the premises or to the furniture.
- 2) To leave the property in a clean and tidy condition and to keep the furniture, soft furnishings and equipment in their present state of repair and condition. The guest will be responsible for the cost of any breakages/ damaged items or will replace the items with similar articles of at least the equivalent value and standard which may be found to be missing or destroyed (reasonable wear and tear excepted). The guest will be charged for any exceptional cleaning costs incurred
- 3) Not to remove any of the furniture from its present position in the premises.
- 4) Not to affix any poster or placard to the interior or exterior of the premises.
- 5) Not to do or permit to be done anything which may be a nuisance or annoyance or cause of damage to any neighbouring or adjoining property.
- 6) Not to do anything or suffer or permit anything to be done as a result of which any policy or insurance held by the Owners on the premises may become void or voidable or subject to an increased rate of premium.
- 7) Not to use the property for any illegal or immoral purposes.
- 8) Not to play or permit to be played in the premises any musical instrument or sound production equipment between 11.00pm and 8.00am that is audible outside the premises.
- 9) Not to play or permit to be played any musical instrument or sound production equipment outside the premises after 11.00pm.
- 10) To permit the Owners or their agents access to the premises to deal with any maintenance or security issues.
- 11) Not to smoke or permit smoking inside the property.
- 12) Not to bring pets onto the premises or into the properties.
- 13) Not to bring entertainment/ catering/ beauty or any other outside private companies onto the premises without prior arrangement and agreement with The Victorian Barn. This will incur a breach of contract.
- 14) On the wedding day, only drinks purchased from The Victorian Barn may be consumed in the public areas. This includes The Osborne Hall, Albert Suite, Garden Room, the smoking area and the patio outside of these areas. Guests will be asked to leave these areas if they do not adhere to the above.
- 15) Non- residential guests are not permitted in the accommodation.