

# DARLEY HOUSE TERMS AND CONDITIONS

These Terms and Conditions apply to all bookings at Darley House, Derbyshire, UK. Please read them carefully before confirming your reservation.

They are effective for bookings made after 21 February 2026. If your booking was made prior to this and you wish to see the previous Terms and Conditions, please email us at [info@darleyhouse.com](mailto:info@darleyhouse.com).

## 1 THE CONTRACT

1.1 Parties to the Contract - The Contract for a short-term holiday rental will be between the owner of Darley House, Lucy Arterton (referred to the "Owner", "Darley House", or "I"), and the person making the booking (referred to as "The Lead Guest" or "Your" or "You"). UK Law will govern the Contract. The contract will be subject to these booking conditions and must be complied with. The Lead Guest must be at least 25 years of age at the time of booking. Prior to arrival The Owner must be provided with a list containing the names and ages of all guests (the Booking Party).

## 2 YOUR BOOKING AND BOOKING PARTY

2.1 Occupancy - Only those listed on the booking form (The Booking Party) may occupy the premises. The Owner reserves the right to refuse entry or to ask the everyone to vacate the property during their stay if this condition is not observed.

2.2 Maximum occupancy - The maximum number of occupants in the Booking Party is 14 plus two infants under 2 years old for family groups and a maximum of 10 for all adult groups.

2.3 Changes to the Booking Party - Any requests for additions to the Booking Party must be arranged and agreed by The Owner at the time of booking and in any event, prior to arrival. Failure to do this may result in your booking being cancelled. There will be an additional charge where Booking Party numbers exceed the standard number of occupants.

2.4 Groups Types - The Owner does not accept any stag or hen parties without the express permission of the owner in writing.

2.5 Lead Guest Responsibility - Any disputes or queries relating to this contract will be between the Lead Guest and the Owner. The Lead Guest will assume responsibility for all guests who make up the Booking Party and the compliance with these rules by all of the Booking Party.

2.6 Sub-letting or selling the booking to someone else is not permitted. In the event of this happening no monies will be refunded.

2.7 Visitors - Visitors to the Property who are not part of the Booking Party are not permitted without prior permission from the Owner. The Owner reserves the right to limit the number of visitors at any one time.

## 3 PAYMENT AND CONFIRMATION

3.1 Provisional Bookings - Bookings made through our online booking system are provisional until confirmed by the owner.

3.2 Deposit - A booking deposit of 30% of the booking price (the "Deposit") is payable at the time of booking and is non-refundable, subject to Clause 3.3 below.

3.3 Owner's Review and Acceptance - Bookings made through our online system are subject to the Owner's review and approval. The Owner reserves the right to decline any booking that, in their sole discretion, is considered unsuitable for the property. In such circumstances, any payment made will be refunded in full and no contract shall be formed.

# DARLEY HOUSE TERMS AND CONDITIONS

3.4 Checking the Confirmation - When the Confirmation is received, the Lead Guest must check the details carefully. If anything is not correct you should tell The Owner immediately. The Owner will amend the Confirmation and send the Lead Guest an updated Confirmation.

3.5 Balance Payment and Damages Deposit - The balance of the booking price must be received no later than 70 days before your arrival date, together with an additional damages deposit of £500 (the "Refundable Damages Deposit"). The Owner reserves the right to cancel the booking if full payment has not been received by 70 days prior to your arrival. If you book less than 70 days before the arrival date, payment of the total rental price, plus the Refundable Damages Deposit is due at the time of booking.

## 4 CANCELLATIONS

4.1 Closure of Darley House - If your booking has to be cancelled because Darley House is required to close due to Government restrictions, local restrictions affecting the Property, or Force Majeure (including, but not limited to, fire, flood, major damage to the property, or failure of essential services) and the period of closure covers your booking, you will be refunded in full.

4.2 Guest Cancellation - If you cancel your booking for any reason, all payments made are non-refundable.

4.3 Re-letting - If we are able to secure a replacement booking for the same dates, we will refund the amount recovered from the replacement booking, less any booking fees and any difference in price between your booking and the replacement booking.

4.4 Notification of Cancellation - Cancellations must be notified in writing by email. The effective date of cancellation is the date written notification is received by the Owner.

4.5 Personal Circumstances - Cancellations due to personal circumstances — including, but not limited to, illness, injury, family emergencies, travel disruption, changes in work commitments, or inability or disinclination to travel — remain at the Guest's risk and do not give rise to a right to a refund.

4.6 Travel Insurance - Darley House strongly recommends that the Lead Guest obtains suitable travel insurance to cover the booking and all members of the Booking Party.

4.7 Cancellation Insurance - Guests have the option to purchase cancellation insurance at the time of booking through X-Cover via the SuperControl booking system. Guests who choose not to take out insurance accept responsibility for any loss incurred due to cancellation.

## 5 DAMAGES AND BREAKAGES

5.1 Responsibility for Damage - All damages and breakages at Darley House (including any additional cleaning costs incurred due to the property being left in an excessively dirty condition at the end of your stay) are the legal responsibility of the Lead Guest and should be notified to the Owner before the end of your holiday.

5.2 Charges for Deductions - The costs of all damages, breakages or additional cleaning shall be payable on demand. These costs will be deducted from your Refundable Damages Deposit, but are not limited to that amount. You may be invoiced for the difference between the Refundable Damages Deposit and the actual cost of the repairs/cleaning.

# DARLEY HOUSE TERMS AND CONDITIONS

5.3 Repairs - No repairs of any kind to Darley House or its contents must be attempted by you, or any of your party.

5.4 Reporting Problems - Please let the Owner know about any problem with any appliance or fixture or fitting as soon as possible and I will ensure that, within a reasonable time, this is repaired or alternative arrangements are made.

5.5 Refund of Damages Deposit - The balance of the Refundable Damages Deposit (less any deductions as set out above) will be refunded within 10 working days of the end of your booking. The Owner reserves the right to repossess Darley House at any time where you or any member of your party has caused damage or behaves in an unreasonable way. The Owner shall not be liable to make a refund of any remaining portion of sums paid under this Contract.

## 6 GARDENS, GROUNDS AND PROPERTY SERVICES

6.1 Use at Own Risk - The use of Darley House and gardens is entirely at the risk of all members of the holiday party and no responsibility can be accepted for injury, loss or damage to such party or their belongings.

6.2 Supervision of Children - The Booking Party members are asked to take care at all times while at Darley House and parents must ensure that children are kept safe, accompanied by a responsible adult, and not left unattended either in the house or gardens. Please note that there is a small, unfenced shallow pond in the garden, various steps around the garden and that the boundaries are made up of hedges which may not act as a secure barrier.

6.3 Condition of Grounds - The gardens and grounds at Darley House are a natural outdoor environment and their condition is affected by weather, seasonal factors and ongoing maintenance. Certain areas of the grounds, including lawns, may be restricted or closed at any time at the Owner's discretion, or on the advice of our gardeners or contractors, in order to protect guest safety and preserve the condition of the property.

6.4 Compliance with Guidance - Guests must follow any guidance given regarding use of the gardens and must not use areas that have been identified as unsuitable due to water-logging, maintenance, safety concerns or risk of damage.

6.5 Suitability for Activities - No guarantee is given as to the condition, firmness or usability of lawns or other external areas at any particular time of year, and these may not be suitable for ball games or high-impact activities, particularly during or after periods of wet weather.

6.6 Restrictions on Use - Restrictions on the use of gardens or grounds arising from weather conditions, safety considerations or maintenance requirements shall not constitute a defect in the property and will not give rise to any right to compensation, refund or cancellation.

6.7 Utilities and Services - While every effort is made to ensure that utilities and services (including electricity, water, heating, broadband and mobile reception) function normally, their availability cannot be guaranteed, particularly in rural locations. Temporary interruption or failure of such services shall not constitute a breach of this Contract and will not give rise to any right to compensation, refund or cancellation.

## 7 YOUR RESPONSIBILITIES

7.1 Care of the Property - For the whole of the period included within your booking, You will be responsible for the property and will be expected to take good care of it.

7.2 Welcome information and Fire Safety - Prior to arrival you will be sent a digital welcome book

# DARLEY HOUSE TERMS AND CONDITIONS

with some information about Darley House and the area which includes the fire policy and procedures. The Lead Guest is responsible for ensuring all the Booking Party are familiar with the fire policy and procedures.

7.3 Health and Mobility - Should there be any specific health or mobility difficulties which affect a Booking Party member, this must be pointed out at the initial booking stage so that the suitability of the property can be assessed.

7.4 Right to Reuse Entry or Terminate Stay - The Owner reserves the right to refuse entry to the Property or to require the Booking Party to leave immediately, without refund, if the terms of this Contract are breached or if behaviour is considered by the Owner to be unreasonable, unsafe, or likely to cause damage or nuisance to neighbours or the Property.

## 8 ARRIVAL AND DEPARTURES

8.1 Check-in and Check-out Times - Darley House will be available to you after 4 pm on the start date of your holiday and you must leave by 10 am on the last day. You must allow The Owner, or any representative of The Owner, access to the property at any reasonable time during your stay.

8.2 Change to Times - The Owner reserves the right to vary these times where necessary.

8.3. Right to Occupation - Your right to occupy the property is limited to a right of occupation for holiday purposes and such right shall terminate at 10.00am on the scheduled date of the completion of the holiday.

8.4 Departure Condition - The property and all equipment and utensils must be left clean, tidy and in their original position at the end of your holiday booking.

8.5 Late Departure - Departure after the stated check-out time may result in additional charges, particularly where this delays cleaning or preparation for incoming guests. If a later departure is required, please discuss this with the Owner in advance.

## 9 BED LINEN, TOWELS AND CLEANING

9.1 Linen and Equipment Provided - Bed linen and bath/kitchen towels are provided and included in the price of the hire. Please note that The Owner can supply two cots and two high-chairs free of charge, but The Owner does not supply cot bed linen.

9.2 Standard Cleaning - The cost of cleaning, when the house is left in a tidy and reasonable state, is included in the price.

9.3 Additional Cleaning - Any extra cleaning time required due to the condition that the premises is left in will be calculated by our cleaning team and be payable by You.

9.4 Towel Care - Towels are provided for normal bathing use. Please take care when using products such as fake tan, hair dye, or heavy make-up, as these can cause permanent staining. Any towels or linen that are damaged or require replacement due to such staining may be charged for.

9.5 Additional Cleaning During Stay - Additional cleaning or linen changes during your stay may be arranged by prior request, subject to staff availability, and will be charged accordingly.

# DARLEY HOUSE TERMS AND CONDITIONS

## 10 SMOKING

Smoking is not permitted inside Darley House. The Owner reserves the right to seek compensation (including consequential loss) for any damage and additional costs of cleaning (such as dry cleaning of curtains and furnishings) caused by a guest smoking within Darley House. Consequential costs may be incurred where it is not possible to remove the smell of smoke from Darley House prior to the arrival of the next guest who subsequently demands compensation due to the smoke damage and/or smell.

## 11 NOISE

There is a zero-tolerance policy on late-night noise. All outside music is prohibited after 10.00 pm in consideration of the neighbours. Fireworks and nightlights are not permitted under any circumstances. PA, sound systems and amplified music are not permitted. Drones are not permitted without prior permission.

## 12 PETS

Pets are not permitted at Darley House. Where an exception is agreed at the Owner's discretion, this must be discussed in advance and confirmed by the Owner in writing prior to arrival.

## 13 LOST PROPERTY

If you leave any of your personal items after your stay, I will contact the Lead Guest or feel free to contact me if you think you have left anything. I will hold lost property for 1 month then dispose of it.

## 14 COMPLAINTS

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any problem or cause for complaint it is essential that you contact the Owner or their representative immediately so that an investigation can be carried out and any necessary action taken. In no circumstances can compensation be paid for any complaints that are made after the hire has ended or where the Owner or any representative has been denied the opportunity to try and put matters right during your stay.

## 15 THIRD PARTY SUPPLIERS

15.1 Permission required - If you want to use the services of a third-party supplier whilst staying at Darley House you must ask and receive written permission to do so. This may be for a chef, beauty treatments, bouncy castles or other services.

15.2 Insurance and Certification - The Owner would need to see the third-party supplier's public liability insurance, and any other related/required certification. The Owner will then seek approval from Darley House insurers to allow the third-party activity to take place.

15.3 Approval Process - If all insurances and certification are satisfactory to The Owner and the insurers, permission to invite these suppliers to Darley House will not be unreasonably withheld.

15.4 Liability - The Owner does not accept liability for the activities of these third-party suppliers.

## 16 ELECTRICAL VEHICLE CHARGING POLICY

16.1 Availability of Charging Point - A dedicated electric vehicle charging point (Zappi 22 kW) is available on the front drive for use by members of the Booking Party only.

16.2 Permitted Charging Method - Electric vehicles must only be charged using this installed charging point. Charging from the Property's internal or external electrical sockets is not permitted.

## DARLEY HOUSE TERMS AND CONDITIONS

16.3 Electricity Allowance - A reasonable amount of electricity for vehicle charging (up to £20 per stay) is included in the rental price. For longer stays or higher usage, additional electricity costs may be charged. Where applicable, the Owner will notify the Lead Guest of the amount due, which may be deducted from the Refundable Damages Deposit.

16.4 Authorised Users - The charging point is for the sole use of guests staying at Darley House. Visitors or third parties may not use the facility without prior permission from the Owner.

16.5 Liability - Use of the charging point is at the user's own risk. The Owner accepts no liability for loss or damage to vehicles or equipment arising from its use, except where caused by the Owner's negligence. Guests will be responsible for any damage caused to the charging equipment through misuse.

16.6 Availability - Availability of the charging point is not guaranteed and its unavailability shall not constitute a breach of this Contract.