

Important House Rules
"Please ensure you have shared these with your guests"

1. No Glitter, Confetti and or Feathers (inked dyed feathers in particular) Party Poppers are not permitted in or outdoors.
2. Fake tan and make up foundation is not permitted on the white bedding. It permanently stains. Each piece of replacement bedding is charged. There are no exceptions to this rule. Costs are detailed on the Terms & Conditions.
3. No smoking in the property. We have "highly sensitive" smoke detectors. We cannot be held responsible if they go off late at night due to smoking and Staff are not available to switch them off late at night. The zone cannot be switched off in these particular circumstances and therefore we cannot be held accountable for the noise.
4. No Stub ends of cigarettes or chewing gum to be left discarded in or outside in the property grounds. Please use the outside cigarette bins provided on the walls.
5. No drinks of any type in the swimming pool, drink spillage in the water, can effect the swimming pool levels resulting in unsafe bathing conditions.
6. No blue tack, pins, cello-tape or any adhesives to be used on the walls. White tack only.
7. All bottles, boxes and rubbish of all types must be disposed of in the commercial bins provided outside of the property and prior to your departure. You do not need to re-cycle. Please leave all rubbish next to the bins, if they are full.
8. All pool floats and or balloons of all types and sizes must be deflated and removed from the property.
9. Please do not sit on the furniture or bedding in wet swimwear, towels or clothing. The Chlorine in the water, bleaches the furniture and bedding. Do not leave wet swimwear or wet clothing on the veneer draws, or the heaters that are provided. You will be charged for the replacement cost(s) for any bedding or items damaged, in such instances.
10. Horspool is situated in a Rural Area and a stroll away from the River Trent and Fishing Lakes. All three factors combined encourage insects, especially in the Spring and Summer months. Regarding the opening of doors and windows, this can allow spiders, mosquitoes, wasps, bees, and insects in general to enter the property and especially at night, as they are attracted to the lights. Ants and wasps in particular are attracted to any food and or drink spillages, especially sugar.
11. We do not permit Guests or Services, that are no pre arranged to visit on site. The CCTV will be used for this point and charges will apply. There is no exception to this rule. We reserve the right to cancel your booking with immediate effect should this rule not be adhered too.
12. No furniture to be moved inside of the property to include any of the beds. No inside items or furniture to be taken outside, to include the swimming pool sun loungers.
13. Hair straighteners not to be left heated on the furniture, beds or draws.
14. Please use only the beds agreed and paid for. Any additional beds used, will be charged our full nightly rate.
15. Pets must be pre agreed in advance of your stay. We do not allow pets on the beds and or furniture. Pets are requested to be crated at night and or when not supervised. Any dog fouling to be removed. A charge of £15.00 is made if this is not removed after your stay.
16. No candles to be used, as these will cause the smoke detectors to go off. The smoke detectors are highly sensitive and it may be late at night when Staff are asleep to switch the zone off. We cannot be held responsible for the noise if this is not adhered to. The oil residue from the wax also damages the furniture surface. There will be a charge made to replace any damaged item, caused by the flame or oil residue.
17. Any towels and or bedding that have been stained and cannot be removed, will be charged as detailed on the Terms & Conditions. Pictures will be taken and sent to you.
18. Please ensure you check the arrival and departure times. Early departure, gates are locked until the time agreed. Late departure is charged as cleaners are delayed. Details of the costs are on our Terms & Conditions.
19. Music played in the property is not to exceed 85 decibels until 1am. After 1pm music is not to exceed 70 decibels. This is due to staff onsite and protected wildlife species roosting in the grounds. Music is to be only played in the kitchen, Living Room, Garden Room & Dining Room
20. Please adhere to the Swimming Pool Rules whilst using the Indoor Pool and Relaxation Area. Please ensure the pool cover is used at all times, when the swimming pool is not in use. This will save the pool water from dropping below its correct temperature.
21. Please do not use any type of ink, biro, felt tip pen, marker or nail varnish, or other deep staining product on the Sofas. It does not come off and a new panel will need to be fitted. Please do not place hot cups or plates on the Sofas a ring mark is left behind. A charge is made per each panel where a mark is found. The rate is from £35.00. **We check both sides of the seating pads and backing on all sofas.**

If you have any questions about these please feel free to ask.

I apologise that we must be strict with any charges deducted. Adhering to these and reading our Terms & Conditions will save you with any issues regarding the return of your security deposit.

The Horspool Management