

TERMS AND CONDITIONS FOR WHITE HOUSE LODGES.

(Effective as of 16/07/2018)

This is the Terms and Conditions between White House Lodges and its website www.whitehouselodges.co.uk. In this document, "we", "our", or "us" refer to White House Lodges.

This is a sole trader business operated in the United Kingdom.

Our registered office is at White House Lodges, Heveningham Long Lane, Heveningham, Suffolk IP190EE.

GENERAL ACCEPTANCE

Reservations of all holiday accommodation whether made by telephone, email, in person, in writing or from the internet are accepted by White House Lodges, on the following conditions. [White House Lodges] (www.whitehouselodges.co.uk) owns and operate this Website. This document governs your relationship with www.whitehouselodges.co.uk. Access to and use of this Website and the services available through this Website (collectively, the "Services") are subject to the following terms, conditions and notices (the "Terms of Service"). By using the Services, you are agreeing to all of the Terms of Service, as may be updated by us from time to time. You should check this page regularly to take notice of any changes we may have made to the Terms of Service.

ACCESS TO THE WEBSITE.

Although it is the intention of White House Lodges for the platform and service to be available as much as possible, there will be occasions when access to the platform and service may be interrupted, including, without limitation, for scheduled maintenance or upgrades, for emergency repairs, or due to failure of telecommunications links and/or equipment..

CONTRACT OF HIRE

The hiring contract will be between you, the Hirer, and the White House Lodges for which the booking is made and shall be deemed to be made subject to these Conditions of Hire and governed by English Law. The Contract of Hire is not effective until White House Lodges despatch to the Hirer written confirmation of the booking. The contract is for the hire of the property for holiday purposes only. We do not accept bookings from Hirers under 18 years of age.

PROHIBITIONS

You must not misuse this Website. You will not:

- Commit or encourage a criminal offense;
- Transmit or distribute a virus, Trojan, worm, logic bomb or any other material which is malicious, technologically harmful, in breach of confidence or in any way offensive or obscene;
- Hack into any aspect of the Service; corrupt data; cause annoyance to other users;
- Infringe upon the rights of any other person's proprietary rights;
- Send any unsolicited advertising or promotional material, commonly

referred to as "spam"; or

- Attempt to affect the performance or functionality of any computer facilities of or accessed through this Website. Breaching this provision would constitute a criminal offense and www.whitehouselodges.co.uk will report any such breach to the relevant law enforcement authorities and disclose your identity to them. We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of this Website or to your downloading of any material posted on it, or on any website linked to it.

BOOKING PAYMENT

Bookings will be confirmed upon receipt by White House Lodges of the required deposit payment for total holiday cost, comprising apartment rental, booking fee and any additional charges. If the booking is made within 14 days of the holiday commencement date, the full accommodation rental will be required at the time of booking. Deposits can be paid by debit card or credit card. In the case of web bookings, these can be paid online through our secure payment system.

CONFIRMATION OF BOOKING

Once White House Lodges has issued a Confirmation of Booking, the Hirer is responsible for the total published price of the property and extras as shown on the confirmation. White House Lodges reserve the right to adjust prices quoted in the brochure, on our website or on details to properties, due to errors or omissions or changes in VAT.

BOOKING CANCELLATION

If you are forced to cancel your holiday you must inform White House Lodges as soon as possible. The day we receive your notice in writing to cancel is the date on which we will cancel your booking. Depending on the date of cancellation, you may, at our discretion, receive a refund of all money you have paid to us for your booking less the booking fee (if applicable.) If cancellation is within 7 days of arrival then the first night stay will still be charged.

AMENITIES

The use of accommodation and amenities, where offered, is entirely at the users' risk and no responsibility can be accepted for injury, or loss or damage to users' or visitors' belongings. However, White House Lodges do not seek to exclude or limit legal liability for the negligence of their servants.

YOUR RESPONSIBILITIES

For the whole of the period included within your booking, you will be responsible for the property and will be expected to take all reasonable care of it. If a property is not left clean and tidy, any additional cleaning costs will be charged to the hirer. The property details aim to give accurate descriptions of the properties. Should there be any specific health or mobility difficulties which may affect a hirer; this must be pointed out at the initial reservation stage so that the suitability of the property can be assessed. The property and all equipment and utensils must be left clean and tidy at the end of the hire period. The property must be vacated by 11.30am time on the day of departure, along with any parking provision.

DAMAGE

All damages and breakages are the legal responsibility of you, the Hirer, and should be notified to the White House Lodges, worker or housekeeper before the end of your holiday. Upon arrival at the property a £50 damage deposit shall be taken by card to cover damages, if no damages have occurred during the stay then £50 will be refunded back to you 7 days after check-out. £50

is the minimum amount taken for damages, if damages to property are above that figure then additional costs will be accrued. Should you find on arrival any damaged or non-working items, they must be reported to the White House Lodges keyholder immediately, so that matters can be rectified. White House Lodges has the right to enter the property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out).

INTELLECTUAL PROPERTY, SOFTWARE AND CONTENT

The intellectual property rights in all software and content (including photographic images) made available to you on or through this Website remains the property of www.whitehouselodges.co.uk or its licensors and are protected by copyright laws and treaties around the world. All such rights are reserved by www.whitehouselodges.co.uk and its licensors. You may store, print and display the content supplied solely for your own personal use. You are not permitted to publish, manipulate, distribute or otherwise reproduce, in any format, any of the content or copies of the content supplied to you or which appears on this Website nor may you use any such content in connection with any business or commercial enterprise.

WHITE HOUSE LODGES COMMUNITY GUIDELINES

White House Lodges believe that holidays can be defined by what you do, not simply where you go! White House Lodges community provides various forums for engaging other users and sharing authentic feedback about services - positive or negative. These Community Guidelines will help you use Community features, including Customer Reviews, Customer Questions & Answers.

DISCLAIMER AS TO OWNERSHIP OF TRADEMARKS, IMAGES OF PERSONALITIES AND THIRD PARTY COPYRIGHT

Except where expressly stated to the contrary all persons (including their names and images), third party trade marks and content, services and/or locations featured on this Website are in no way associated, linked or affiliated with www.whitehouselodges.co.uk and you should not rely on the existence of such a connection or affiliation. Any trademarks/names featured on this website are owned by the respective trade mark owners. Where a trademark or brandname is referred to it is used solely to describe or identify the products and services and is in no way an assertion that such products or services are endorsed by or connected to www.whitehouselodges.co.uk.

INDEMNITY

You agree to indemnify, defend and hold harmless www.whitehouselodges.co.uk, its directors, officers, employees, consultants, agents, and affiliates, from any and all third party claims, liability, damages and/or costs (including, but not limited to, legal fees) arising from your use this Website or your breach of the Terms of Service.

JURISDICTION

These terms and conditions shall be governed by and construed in accordance with English law. Any disputes relating to these terms and conditions shall be subject to the exclusive / non-exclusive jurisdiction of the courts of County

VARIATION

www.whitehouselodges.co.uk shall have the right in its absolute discretion at any time and without notice to amend, remove or vary the Services and/or any page of this Website.

INVALIDITY

If any part of the Terms of Service is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of the Terms of Service will not be affected all other clauses remaining in full force and effect. So far as possible where any

clause/sub-clause or part of a clause/sub-clause can be severed to render the remaining part valid, the clause shall be interpreted accordingly. Alternatively, you agree that the clause shall be rectified and interpreted in such a way that closely resembles the original meaning of the clause / sub-clause as is permitted by law.

COMPLAINTS

We operate a complaints handling procedure which we will use to try to resolve disputes when they first arise, please let us know if you have any complaints or comments.

BREACHES OF THESE TERMS AND CONDITIONS

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

ENTIRE AGREEMENT

The above Terms of Service constitute the entire agreement of the parties and supersede any and all preceding and contemporaneous agreements between you and www.whiteouselodges.co.uk. Any waiver of any provision of the Terms of Service will be effective only if in writing and signed by a Director of www.whiteouselodges.co.uk.