

THE COTTAGES at WRAXALL VINEYARD

HOLIDAY LETS TERMS & CONDITIONS

PROPERTY SPECIFIC INFORMATION

Specific rules applicable to a Property provided to you, the Guest, by the Owner or their representative.

THE PROPERTY: the accommodation specified in your Booking:

Wraxall Vineyard has three properties available for short term holiday rental:

Vine Cottage ('VC') sleeps up to 8 people (inc children) in 4 Bedrooms with King Beds. Three of the King beds can be made up as twins (small singles); and on request 1 or 2 additional people/children in a Small Double Sofa Bed in the downstairs snug, based on the layout of the property. Two of the bedrooms have ensuite shower rooms, there is one family bathroom with a bath/shower upstairs and an additional bathroom with a bath/shower on the Ground floor. A Travel Cot is available on request.

Old Winery Cottage #1 ('OWC #1') sleeps up to 2 Adults in one bedroom with a King Bed and ensuite shower room and can accommodate a baby in a travel cot on request, based on the layout of the property. Due to the mezzanine bedroom, it is not advisable to bring a small child / toddler to this property.

Old Winery Cottage #2 ('OWC #2') sleeps up to 4 Adults (or 2 Adults & 2 children) in two bedrooms with King Beds and ensuite shower rooms. One of the King beds can be made up as twins (small singles) based on the layout of the property.

BOOKING TERMS AND CONDITIONS

Please read these Booking Terms and Conditions as they are important and govern what is expected of you, the Guest, and us the Owners.

We strongly advise you to take out travel insurance to cover cancellation costs and your stay in the Property. If you choose not to then you accept responsibility for any loss that you may incur.

If you have any queries about these terms and conditions or have any comment or complaint about your Booking, you can contact us at info@wraxallvineyard.co.uk, use our online forms or call the Team at Wraxall on +44 (0) 7508 051209.

OWNER: the legal owner of the Property (or their representative) the contractual relationship is directly between the Owner of the property and the Guest(s).

THE GUEST(s) & THEIR DETAILS:

The Guest is the person (and members of your party) who have made a booking via the Wraxall Vineyard website (www.wraxallvineyard.co.uk), AirBnB, Booking.com or other Booking sites where the properties may appear, over the telephone or via email.

The lead person who makes the booking will be responsible for all persons included within the party details and should ensure that they are aware of the booking terms and conditions.

To secure your booking, details of all the guests must be provided to include names and ages (guests under 18) of all persons who will be occupying the property during the period of your stay.

Bookings will be confirmed, but access to the property is subject to this information have been received by the Team at Wraxall and you will receive an email requesting all the information required. If the party details change prior to check-in commencing, Guests will need to inform the Wraxall team at bookings@wraxallvineyard.co.uk.

The Guest is liable for any loss and damage caused to the property and contents to the full value of the Owner's loss.

HOLIDAY:

The Guest has the right to occupy a property for a holiday only (within the meaning of Schedule 1, para 9 of the Housing Act 1988) for no more than 28 consecutive days at a single property. This begins at 4pm on the start day of the holiday and ends at 10.00am on the day of departure.

YOUR BOOKING:

The Booking means your request to stay at the Property, the required payment has been received and confirmation has been confirmed by us.

If the full payment is not received, the Owners reserve the right to cancel the booking without refund of any deposit and the holiday will be offered for resale.

BOOKING ELIGABILITY:

To make a booking you must be over the age of 18.

We do not accept bookings from parties where the majority of members are under 22 years of age (except families or supervised groups).

Whilst we welcome parties of friends, single sex groups of six or more, irrespective of age, need to make a special agreement with the Owner.

The Owners reserve the right to decline any booking, to refuse to hand over a key to any person who is not considered suitable, or ask Guests to leave during their stay if they have not complied with the booking terms and conditions.

OCCUPANCY:

The number of persons occupying a property must not exceed the maximum stated in the current property description (infants who do not occupy a bed are not counted as a member of a party).

Only persons listed within the party details can stay overnight at the property, without the Owner's consent. By agreeing to these terms, the person making the booking is deemed to have permission from all other guests to share their details with the Owners for the purpose of making the booking. The Owners and their representatives confirm that it will use and hold such details in accordance with its privacy policy.

If you have visitors to the property during the day, who are not listed to stay overnight, this must not exceed the following, without prior permission of the owners:

Vine Cottage: 16 visitors

OWC #1: 4 visitors

OWC #2: 6 visitors

LINEN AND TOWELS

Bed linen and towels are included in the rental cost of the property.

Charges for replacement of missing, soiled or damaged linen and towels will be charged to the guests Credit Card. Guests are asked to take particular care when it comes to using products that may stain such as make-up and fake tan.

CLEANING

It is requirement of the booking that the property is left in a clean and tidy condition at the end of the letting period and that the Rubbish has been sorted and left accordingly to the directions in your Cottage Handbook.

We do offer an option to leave the property as is and pay an additional fee for cleaning as follows:

Vine Cottage: £60
OWC #1: £40
OWC #2: £40

For Guests staying for 7 day or more, there will be a refresh clean to clean the Bathrooms and Kitchen, as well as a vacuum of the Cottage at around the middle of their stay.

For Guests staying for 14 days, there will be a refresh clean to clean the Bathrooms and Kitchen, as well as a vacuum of the Cottage at around the middle of their stay. There will also be a change of the bed linen and fresh towels.

CHECK-IN TIME: 4pm on the date when the Property will be made available to you.

CHECK-OUT TIME: 10am on the date when the Property should be vacated by you as set out in the Booking. Unless you have agreed an alternative check-out time.

BOOKINGS FOR PARTIES, WEDDDINGS, or More than 7 DAYS, DURING GLASTONBURY FESTIVAL, CHRISTMAS & NEW YEAR

If you are making a booking for more than 7 nights; or, during the Glastonbury Festival; over the Christmas and/or New Year period, you will be asked to sign our Letting Agreement and pay a cautionary deposit.

All details are detailed in the Letting Agreement.

PRICE AND PAYMENT

All prices quoted include VAT where applicable.

The Owner reserves the right to increase in prices for the accommodation and charge the Guest accordingly and also to increase prices to reflect any increase in a levy imposed by the government (such as VAT) which affects the price of the holiday, providing the Guest is notified in writing prior to their stay.

The Owner also reserves the right to offer discounts on the property.

Payments may be made by credit card or debit card. The Wraxall Vineyard website is SSL secured, your card details are entered on a secure page and are transferred using secure SSL technology.

THE GUESTS RIGHTS TO CANCEL

Guests can cancel up to 5 days before check-in for a full refund;

If you cancel after that, the owners will be paid for each night you stay, plus 1 additional night and 50% for all unspent nights. If you cancel within 5 days and have not arrived, you will be charged 50% of the rate for your stay.

OWNER'S RIGHT TO CANCEL

The owners will avoid cancelling a stay whenever possible and if it is unavoidable due to unforeseeable circumstances will contact the guests as soon as possible. If convenient to the guest a different date will be arranged, or a full refund will be granted regardless of when the cancellation occurs.

LIABILITY

We are not liable for the loss or damage to guest's property when it has been caused by an act of negligence on the part of the guest or by an 'Act of God' such as a natural disaster.

Under the Hotel Proprietor's Act 1956, under certain circumstances the hotel proprietor may be liable only for the property of guests who have slept in accommodation, and it is limited to £50 for any one article and a total of £100 for one guest. It does not cover motor cars, or any other vehicles or property lost in them or any live animals.

The characterful nature of old properties and the rural nature of our location means that occasionally there may be a spiders or other mini-beasts including bees, flies and wasps. Our cottages are cleaned thoroughly and regularly, and we endeavour to minimise their impact on your stay.

PHOTOGRAPHY, PROPERTY DESCRIPTION, MARKETING

Whilst the owner makes every effort to ensure the accuracy of the property description and photography, they cannot be held responsible for any minor alterations made to the property or its amenities.

Photography in marketing materials are sometimes taken using a wide-angled lens in order to show as much of the property as possible which can exaggerate the impression of a room's size. The Guest acknowledges this and agrees it will not make any claim against the Owners in respect of issues regarding actual room size.

The Owners have the right to use any Guest feedback provided via the feedback form, guest book or email for promotional and marketing purposes without prior permission from the Guest.

Information provided by the Owners is offered in good faith and has been compiled with care and diligence. The Owners do not accept liability for disappointment, cost of travel, inspection or other issues relating to marketing materials.

HOW WE USE YOUR PERSONAL INFORMATION (DATA PROTECTION)

All personal information that we may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation ("GDPR") and your rights under the GDPR.

For complete details of our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our [Privacy and Cookie Policy](#).

FEEDBACK & COMPLAINTS

If something is not quite right at the property during your stay, and does not meet our exacting standards, please let us know as soon as possible (ideally within 6 hours), giving us time to investigate and take remedial action if necessary, and if possible during your stay..

Unfortunately, if you do not raise a concern with us we cannot accept any responsibility for any negative effect on your stay.

We always welcome feedback from our customers and, whilst We always use all reasonable endeavours to ensure that your experience as a customer of Wraxall Vineyard is a positive one, we nevertheless want to hear from you if you have any cause for complaint.

All complaints are handled in accordance with our complaints handling policy and procedure.

If you wish to complain about any aspect of your dealings with Wraxall Vineyard, please Contact us via info@wraxallvineyard.co.uk.

GENERAL INFORMATION

GOVERNING LAW & JURISDICTION

These Terms and Conditions shall be governed by the laws of England and Wales and the courts of England and Wales shall have jurisdiction for all matters arising under it.

ABOUT US

Vine Cottage is owned and managed by Standalone Limited a company incorporated in England and Wales

Company number : 13073602

Registered Office : Leeward House Fitzroy Road, Exeter Business Park, Exeter, United Kingdom, EX1 3LJ.

The Old Winery Cottages are owned and managed by Sub Two Limited a company incorporated in England and Wales

Company number : 13075287

Registered Office : Leeward House Fitzroy Road, Exeter Business Park, Exeter, United Kingdom, EX1 3LJ.

CONTACT US

To contact us, please email us at info@wraxallvineyard.co.uk.

Welcome to Wraxall Vineyard

Guest Handbook for The Cottages at Wraxall

Welcome

Arrivals

Arrival Time: 4 pm

Departure Time: 10 am for Old Winery Cottage No.1 and No.2
12 pm for Vine Cottage

If you require a late checkout, please check with a member of the Wraxall team and we will happily arrange this if possible.

Location

Wraxall Vineyard
Wraxall Road
Wraxall
Shepton Mallet
BA4 6RQ

Emergency Contact Details

Lexa: 07508 051209

Whatsapp;07768426225

info@wraxallvineyard.co.uk

Useful Local Numbers

Doctors - Millbrook surgery in Castle Cary millbrook-surgery.nhs.uk

Minor Injuries Unit - Shepton Mallet 01749 342931

Dentist - Bramcote Dental Surgery in Castle Cary 01963 350123

<https://bramcotedentalpractice.co.uk/>

Vet - Delaware vets in Castle Cary 01963 350307

<https://www.delawarevets.co.uk/>

Tech Guide

Wifi Code: found on the blackboard

Smart TVs: with HDMI cables for connection

Heating – all the Cottages have central heating.

Vine Cottage has an oil-fired central heating system with a traditional boiler, located in the utility Room. The radiators have individual thermostats. The Aga will be turned on in the colder months and the temperature must NOT be adjusted.

The Old Winery Cottages have underfloor heating, with one radiator in the Bedroom of OWC No.1; the heating system is an Air Source Heat Pump and any changes to the room temperatures will take time to come through.

Make-up Mirrors in OWC#1 and #2 are charged and are movement sensitive.

Window Blind: in Cottage No.1 the gable end window has a remote-control blind for the bedroom space and manual blinds for the Living space.

The Story of Wraxall Vineyard

The local myth is that the Romans planted vines at Wraxall as it is located next to a Roman Road, The Fosse Way, which was one of the main Roman trade routes running from Lincoln to Lyme Regis (now the A37).

The more recent history is that the beautiful Oak tree at the top of the Vineyard, near the stile, dates back to 1680.

The Vineyard was planted in 1974 by the Holmes Family who lived in Wraxall Lodge and they made wine in an on-site winery which involved the local community.

A highlight for Wraxall Vineyard was in the 1990's when the wine was sold in First Class on British Rail and in the Waldorf in London alongside their Cream Teas.

Vine Cottage was originally built in 1800's as a stable, converted to a house in the 1990's and extended in the early 2000's.

Since 2021 a period of refurbishment and rejuvenation of the whole Vineyard was started by the current owners, David and Lexa, with the new building of The View@ Wraxall as a unique, contemporary and comfortable tasting and events space and the planting of 3000 new vines.

In addition is the conversion and modernisation of Vine Cottage and The Old Winery Cottages which started out as a Hayloft, built in the 1800's and became the Old Winery where Wraxall Wines were made from the 1970's – 1990's.

Opening Times for The View@Wraxall

Please check to our website www.wraxallvineyard.co.uk for our Opening Times and to making Bookings for Wine Tastings and Vineyard Tours, lunch, celebrations and parties.

During Your Stay

What's included in your Cottage

Essentials

- Luxury Bed Linen
- Luxury Towels
- Smart TV with HDMI input for connection of playstation/apple play/usb situated on the back/side of TVs
- Ruark Radio/Speaker with Bluetooth Connection in Cottages No.1 and No.2
- Sonos Speaker with Bluetooth Connection in Vine Cottage
- Kitchen Appliances: Oven, Toaster, Kettle, Fridge and Freezer
- Aga in Vine Cottage (It is turned off May-September but upon request it can be turned on for a fee of £50 during Summer months)

Little Luxuries

- Fresh Welcome Hamper of local produce (Bread, Milk, Butter, Eggs, Somerset Cheddar and Wraxall Rose Wine)
- Tea, coffee, sugar
- Fresh Flowers
- Bathroom Toiletries from Commune
- Hairdryer
- Woodburner in lounge with kindling and logs (if you run out of wood, you need to purchase your own)
- Yoga Mats
- Office Desk in the Snug of Vine Cottage
- Washing machine and tumble dryer in Utility Room at Vine Cottage
- Highchair and Travel Cot upon request
- Dog biscuits and beds on request

Important information

Entry to the property

Once you have come through the entrance to the Vineyard Estate, please follow through the Estate Gates and you will find The Old Winery Cottages on the right hand side, followed by Vine Cottage. The Vineyard is situated to your left.

All Cottages are numbered and with signs on the gates.

Old Winery Cottage No.1 – Front door is in the gable end with the big window, leading into the living area.

Old Winery Cottage No.2 – Front door is through the garden, following the path and up the stairs, leading into the open plan living area.

Vine Cottage – Front door is to the left of the cottage, past the French doors leading into the boot room and kitchen.

Keys

The Key safes are located by the garden gates and the Instructions and key codes will have been sent to you in an email prior to your stay.

You will be given one set of keys. If you need any more then please ask. If you lose your keys, please let us know immediately. There will be a charge for any lost keys.

Parking

Each Cottage has 2 allocated parking spaces near to each front door:

Old Winery Cottage No.1 – to the right hand side in front of the stone wall.

Old Winery Cottage No.2 – to the left hand side in front of the fence/hedge

Vine Cottage – by the gate to the cottage in front of the wooden fence

There is additional parking at the entrance to the Vineyard Estate, outside of the Vineyard Gates.

Electric charging points will be coming in 2024.

Fire Safety

Each Cottage is fitted with smoke alarms.

- Fire Escape for Cottage No.1 is the door in Bedroom leading down into the garden.
- Fire Escape for Cottage No.2 is the door in the back blue bedroom leading out into the Orchard.
- Fire Escape for Vine Cottage is the Front Door to the right of the property leading into the garden.

The Fire Assembly Point for ALL the Vineyard Properties is the Vineyard Lower Car Park by the road, opposite Wraxall Lodge.

Security Deposit

We do not take a security deposit (unless you are booking a property for 7 or more nights, or for Glastonbury, or the Christmas and/or New Year period) but if there is any damage or missing items, we will ask this to be paid for and we do have an inventory for each Cottage.

Loss of or damage to guests' property

We are not liable for the loss or damage to guest's property when it has been caused by an act of negligence on the part of the guest or by an 'Act of God' such as a natural disaster.

Under the Hotel Proprietor's Act 1956, under certain circumstances the hotel proprietor may be liable only for the property of guests who have slept in accommodation and it is limited to

£50 for any one article and a total of £100 for one guest. It does not cover motor cars or any other vehicles or property lost in them or any live animals.

Noise

The cottages are located on a working Vineyard Estate which has agricultural machinery so noise can be expected during the working day.

We have neighbours close to us, including the Owners and their family who live on site so please be respectful with noise levels. For the comfort of others we ask you to respect our quiet hours between 11pm and 7am.

Smoking - Smoking is a fire risk and is not permitted in any of the accommodation. If you do want to smoke or vape please use the ash trays provided outside and ensure any cigarettes are fully extinguished to avoid the risk of fire spreading.

Guests

Your friends can visit the property while you stay but ONLY within the limits detailed in our Terms & Conditions and below. If you have visitors to the property during the day, who are not listed to stay overnight, this must not exceed the following, without prior permission of the owners:

Vine Cottage: 16 visitors
OWC #1: 4 visitors
OWC #2: 6 visitors

If you wish to invite more people, over and above these limits, prior written agreement from the owner or their representatives will be required. Additional guests cannot stay overnight due to insurance and Health & Safety, if extra guests are found you will be asked to vacate the Cottages.

Families

Babes in arms are welcome in Old Winery Cottage No.1 but it is not suitable for toddlers due to the open style plan.

Babes in arms and Toddlers are welcome in Old Winery Cottage No.2 but a stair gate will be provided, if you have notified us in advance.

Babies and Children of all ages are welcome in Vine Cottage and the garden is enclosed.

Please take extra care as we are a working Vineyard with tractors and machinery.

Unfortunately, the Cottages are not ideal for those with disabilities or limited mobility due to the uneven terrain and levels on the Vineyard Estate, with each cottage having stairs and narrow entrances due to the historic nature of the buildings.

Dogs

You can bring one well-behaved dog per Cottage and if you would like to bring your four-legged family member please add them when you book for a £25 fee.

For your pet's safety and the consideration of other guests, we do ask that dogs and their owners follow a few simple rules while they are staying:

- Dogs must always be properly controlled and supervised. Not all outside areas of dog friendly homes are completely escape-proof for dogs.
- Dogs must not be left unattended in the holiday properties.
- Dogs are not permitted in bedrooms or on any furniture. A dog basket will be provided within your property. This is in order to keep the houses in the highest condition for all our guests.
- Guests are asked to clean up after dogs, both inside and outside of the property, or extra cleaning costs may be charged. Dog waste needs to be disposed of in the large green bins outside your accommodation.

- The gardens are enclosed but please do not leave your dog unattended or allowed to roam free.
- Once you are outside of the garden gates of the Cottages, dogs must be on a lead at all times on the Vineyard Estate and you are advised to always keep dogs on a lead when walking in the area due to local wildlife, livestock and vehicle activity.

Exploring the Vineyard

A footpath runs up the Vineyard track and over the stile at the top of the hill; please stick to the path if you would like to go off walking.

We do ask that you don't roam too far into the Vineyard unless you are visiting TheView@Wraxall and hosted by a member of our team. This is to ensure your safety while staying with us.

Housekeeping

For stays of one week, a complementary mid-stay clean will take place and for stays of up to 2 weeks, there will also be a change of linen in the middle of your stay. We will liaise with you in regards to timings in order to minimise any disruption to your plans.

Each Cottage has a cleaning cupboard under the stairs with a hover and dustpan and brush for your use during your stay. In Vine Cottage there is an Iron and Ironing Board (in the Utility Room) and in The Old Winery Cottages a Clothes Steamer in each cottage.

Bins and Recycling – Please sort your rubbish and recycling into the bags provided within your cottage. Additional information is provided within the accommodation.

Barbecues and Firepits - These are available on request. When using these please ensure they are at a safe distance from the accommodation and that all ash is left to cool completely before being safely disposed of.

Rural Historic properties - The characterful nature of old properties and the rural nature of our location means that occasionally there may be a few spider webs or other friendly little mini beast visitors. Our cottages are cleaned thoroughly and regularly and we endeavour to minimise their impact on your stay.

Something not quite right at the property and is not meet exacting standards, please let us know as soon as possible (ideally 24 hours), giving us time to investigate and take remedial action if necessary.

On your departure day

When leaving the cottages please ensure that you have:

1. Shut and fastened all the windows.
2. Put used towels and bathmats in the bath/ shower.
3. Informed the Wraxall team of any breakages or damage.
4. Cleaned/ tidied any mess that would not be considered part of a normal clean.
5. Locked the cottage and returned the key to the key safe on the fence. To unlock the key safe you need to use the code given to you at the start of your stay, hook the key on the hook inside the safe, shut the keypad and then turn the catch at the top to the left .

Thank you for staying at The Cottages@Wraxall Vineyard, have a safe journey home and we look forward to welcoming you again soon!