Terms & Conditions

Booking a Stay

We're looking forward to welcoming you to Drumbo Country House, we want to provide you with a relaxing and refreshing stay. We do however have some terms and conditions that help us to continue delivering a quality stay:

Minimum Stay
2-night minimum stay

Deposit
20 % of the total booking to secure the dates at the time of making a provisional booking or dates will be released, unless by prior arrangement.

Balance
Final balance is due no later than 7 days prior to arrival, and a payment reminder link will be sent through up to 10 days prior to arrival, final numbers are required at this time too.

Bedrooms
Rooms will be opened based on the number of people booked, with the minimum of rooms available being 1,2,3, 4a & 4b and the ground floor (16). Extra beds/rooms or whole the house and Vintage Cottage Box will be opened/swapped out upon maximum payment of 20 people, or pre-arranged to use with other rooms locked as required to accommodate your minimum amount of guests, this is due to laundry and cleaning costs.

Cancellation
Free cancellation up to 30 days prior to arrival. If cancelled within 7 days prior to arrival, the deposit will only be returned if rooms are re-let, or can be used to secure future dates if a postponement is required.

Families and Children

Children are very welcome at Drumbo Country House and all due care must be taken around the hot-tub & sauna. Children should be accompanied by an adult in these areas at all times, any accidents shall be the result of parental responsibility and not Drumbo Country House, and we will not be held liable.

Smoking Policy

All indoor areas, including Drumbo Country House, The Vintage Horse Box, BBQ Hut, Sauna, Gym, Bar & Pool Room and in the Hot Tub are strictly non-smoking throughout.

10pm Rule

At 10pm, we kindly and politely request that all guests move inside to The Swallow, where you are free to make as much noise as you like, we built it or this reason. This is to allow us to close off the hot tub & sauna and switch the main lights from super bright to security, top up the hot tub and adjust chemicals as required.

Enhance Your Stay

All 'Enhance Your Stay' add ons are subject to the availability of staff and drivers. These will need to be confirmed if you wish to book any additional services, such as transport, breakfast, pizza experience and afternoon tea, at least 7 days before arrival.

Hot Tub & Sauna

Use of the facilities are done so at the guests own risk. Whilst every measure has been taken to ensure slips are avoided, unfortunately there are wet areas & steps that require due care to be taken by you the guest.

Fake tan is not allowed in the hot tub, or glass, please use plastics provided in the bar area.

Hours of operation are from 7am-10pm for health, safety and noise.

Check-in & Check-out

Check-in times are between 3pm and 8pm. If you are going to arrive outside these hours please let us know and we will endeavour to facilitate. Check-out is strictly before 11am.

Occupancy and Care of the Property

1. Rental bookings are a 2 night minimum from 3pm on the date of arrival to 11am on the date of departure. The time lapse is to enable the property to be cleaned and inspected in between bookings and to ensure everything is in good order.
2. The number of people occupying the property may not exceed the number agreed on the booking form. Hirers must be over 25 years old; proof of ID may be required.
3. The guest agrees to keep the property and all fittings, furniture, equipment and other contents in or on the property in a like state of repair and condition as at the commencement of the booking. The guest will make good (or will arrange with us to make good) any damage, breakage, or loss that may occur during the period of the booking.
4. The rental of the property includes, rates, insurance of the property, heating and electricity. The property is equipped with crockery, cutlery, sheets, and adequate cleaning equipment, linen and towels.
5. The guests agree not to smoke, nor to allow smoking, inside the property at any time. (Please note that the full deposit will be taken if there is any sign of smoking within the property).
6. When occupying the property we ask all guests to be mindful of neighbouring properties and keep noise to an acceptable level. We request noise levels be kept to a minimum between 10pm to 7am, and please move inside and use the bar area between these times. If we receive any complaints from neighbours you may be asked to leave the property immediately.
7. When leaving the property unoccupied, please ensure all doors and windows are closed and locked.
8. Do not at any-time sit on the furniture with wet bathing suits, dirty clothing or with food or drinks.

9. Do not move furniture around in the property and do not take outside.
10. Guests are asked to leave the property clean and tidy and to ensure that they take all belongings with them. We would particularly caution any guest who is on any form of prescriptive medication to ensure that they do not leave it behind when they are departing. Please also be sure to check for any items that might have been left behind that could cause harm to any young children or adults.

Safety & Security

The external premises; front gates, back garden and including bar areas, are monitored by CCTV, and will be consulted only if required. No private areas are overlooked by CCTV.

General

DCH will not be liable for any act, neglect, or default on the part of any person. They will not be liable for any accident, damage, loss, injury, expense or inconvenience whether to person or the property which the guest or any other person may suffer or incur arising out of or in any way connected with the booking or resulting from any other cause whatsoever. This includes injury by any furniture or fixing inside or outside the property. We advise you to arrange your own insurance to cover yourselves and your personal belongings whilst staying at the property.

All bookings are subject to owner approval and the owner has the rights to cancel any booking at any stage.

All statements on the website are, to the best of our knowledge, accurate.