

# SEYMOUR TOWER

## BOOKING TERMS AND CONDITIONS

### GENERAL

1. Your booking must be for leisure purposes only. The property must not be used for business purposes (except by prior special arrangement) or for gatherings, such as weddings or parties. The use of tents or accessing the property by motor vehicles (except by prior special arrangement) is not permitted.
2. You may not access the tower interior unless accompanied by an accredited guide.
3. All bookings are subject to an accredited JH guide being available to accompany your group. JH will allocate guides to all bookings. In the unlikely event a guide is not available for your booking, your booking will be cancelled by JH with as much notice as possible. We shall refund all money received by us for the booking, but will not have any liability beyond this, and, without limitation of the foregoing, we will not have any liability for travel costs incurred by you in relation to the booking.
4. The number of people sleeping in the property must never exceed eight, including the guide – the maximum in the property information. Children under 11 years of age are not permitted to stay overnight in the tower.
5. No fireworks shall be taken onto, or let off from the property.
6. While the information in our price list is correct at the time of going to print, we reserve the right to change any of the prices, services, or other particulars contained in published information at any time before we enter into a contract with you. If there is any change, we will notify you before we enter into any contract.
7. Smoking is not permitted within the property.

### SAFETY

8. You will be sent information on where to meet your guide in order to walk out to the Tower. Jersey Heritage is not responsible for anyone who tries to access the Tower without the guide.
9. Due to the location of the property and nature of tidal currents in that area, the guide may place restrictions on swimming.
10. No pets are allowed at the property.

11. You are expected to clean the tower and remove all waste including used toilet waste bags before your departure.
12. The tower is not a suitable destination for all. Some lifting may be required and access is via steep steps and a ladder.
13. Requests by the guide must be respected at all times.
14. The guide will give you a full safety and orientation briefing.

### CONTRACT AND WARRANTIES

15. Once we have accepted your booking and payment then required, a contract has been entered into, which includes these conditions. Payment of all required amounts when they are due is of the essence of the contract.
16. When you make a booking you warrant that you are over 25 years old, accept full responsibility for all persons who will use the property during the period booked and have read all the relevant parts of this document.

### BOOKINGS

17. An initial enquiry over the telephone or email does not constitute a booking. A booking is firm when full payment has been received and confirmation sent.
18. Hirers must submit a completed group detail form with their booking and signed disclaimers from each member of their group.

### PAYMENT

19. We accept Switch, Maestro (issued in the UK), Visa, and MasterCard. All payments are in sterling.

### LOSS OR DAMAGE

20. When you book, you agree to indemnify us against all loss and damage arising (including unreasonably large amounts of cleaning) directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any person, and, without limitation of the foregoing to pay us forthwith upon written demand our costs in making good any such loss and damage and cleaning.

21. We shall not be responsible for any loss, or damage to any belongings, or injuries sustained by you or any member of your party.

### CANCELLATION

22. If you cancel a booking for any reason, you must notify us in writing, by post or by email only. The following cancellation charges will apply:  
Within 90 days: 50% refund  
Less than 90 days: no refund

In addition, you will be responsible for any travel costs incurred by you in relation to the booking. We do not operate a cancellation insurance scheme and strongly recommend that you ensure your own appropriate cover.

23. The guide has a right to cancel at anytime for safety reasons. If this happens we will endeavor to transfer your booking to a new date.
24. We may cancel a booking at any time before the date on which it begins. We would expect to do this only for essential building work, due to there not being a guide available or for some other reason unforeseen by us at the time your booking was accepted. In this unlikely event we shall refund in full all money received by us for the booking, but will not have any liability beyond this, and, without limitation of the foregoing, we will not have any liability for travel costs incurred by you in relation to the booking.
25. Stays at the tower are only permitted when the tide and weather allow safe and manageable access. Stays may be cancelled if weather and sea conditions are forecast outside safe operational limits. The guides decision will be final. If your stay is cancelled due to weather conditions, we shall refund in full all money received for the booking

26. We accept no liability for any works or activity of any sort occurring on any premises adjoining or neighbouring our property, nor shall we be responsible for making any enquires about the likelihood of, or providing any information to you about, any such works or activity.

### ACCESS

27. Anyone with our authority may have access during your stay. This is unlikely to happen, but if it does, we will give you as much warning as we can.
28. Access to the tower platform is open to the public at any time.