



### **Code of conduct**

Moddershall Oaks places great emphasis on providing a pleasant and safe environment for its guests and staff. As such, we reserve the right to ask any guest who is abusive, threatening, or offensive to our guests or staff to leave the property immediately and will incur any relevant early departure charges. Reasons for summary eviction include drunken behaviour, unreasonable demands, foul language, racist comments, suspected theft from the company or other guests, trespass in staff only areas, wilful avoidance of agreed charges, and suspected use of illegal substances - although this list is not exhaustive. CCTV is visible throughout the property in public areas.

You must not:

- smoke or vape anywhere inside any Moddershall Oaks premises.
- bring any pets onto Moddershall Oaks premises, with the exception of assistance dogs;
- bring any potentially dangerous or hazardous materials or equipment onto Moddershall Oaks premises;
- use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills;
- tamper with any fire alarms or emergency equipment;
- tamper with spa pools after closing of the pools, or unauthorised use of spa pools. This is likely to lead to your ejection from the premises;
- utilise Moddershall Oaks to store items (personal or otherwise) which could in the sole opinion of Moddershall Oaks cause damage to the room, or be a risk to the health and safety of staff or property;
- prevent Moddershall Oaks management, housekeeping and/or maintenance staff from access to your Moddershall Oaks room(s) as and when required by Moddershall Oaks, with housekeeping permitted full access at least once every two days;
- remove, damage or destroy any Moddershall Oaks property;
- use any of the technology provided by Moddershall Oaks to download or access any unlawful or obscene material; or cause unreasonable disturbance to our other guests or any Moddershall Oaks staff.

If you or your group cause damage or loss of any kind to the premises, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay to Moddershall Oaks on demand the amount required to make good or remedy such damage or loss.

You and the members of your group must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer any Moddershall Oaks room for sale either on its own or as



part of a combined offer. Moddershall Oaks will not honour any reservations made in this way and does not accept any liability for doing so.

If you or your group cause damage to the spa, other guests or their property, or otherwise breach any of these terms and conditions, Moddershall Oaks reserves the right to:

- cancel your reservation with immediate effect and (if appropriate) eject you from the Moddershall Oaks premises;
- cancel key cards;
- restrict access to the spa;
- contact the police in order to assist in your removal from the premises;
- remove your items from the room and hotel, disposing of such items (at no cost and no liability) to a local charity to the extent such items are not collected from us within 7 days of removal;
- retain all sums paid by you and/or charge you the full amount of your reservation; and/or
- refuse future reservations from you and/or refuse you entry or accommodation on our property.

Moddershall Oaks will not be liable for any refund or compensation in such circumstances.

Moddershall Oaks reserves the right to decline or cancel reservations made and stays in progress by those who have previously breached these terms and conditions (as may be updated from time to time), whether the reservation is in that name or not.

We reserve the right to change your room allocation at any point during your stay for any reason.