



Rules of the House for Residents and Guests

(as at December 2018)

This document outlines the various rules relevant to all House Residents and Guests to the property, and we assume that you will bring these items to their attention.

Any specific points agreed separately in the Rundown will override those relevant points in the Rules below. See our Terms & Conditions for the full list.

General House Rules

- Check-in Time is 2:00 pm.
- Check-out Time and vacate the property by 11:00 am.
- Due to Government regulations, there is No Smoking in any part of the House including bedrooms. Additional deep cleaning charges of €200 per room will apply to the guests' bill or your Master Bill.
- We have planned your event directly with the Host(s) - we will not make changes or additional requests from guests.
- The departure of non-residents is the responsibility of the Host(s) and the management of their departure must be strictly applied and adhered to.
- Guests are advised that as we live in a rural setting we would appreciate that they leave the property quietly and good conduct is paramount at all times.
- We expect our staff to be treated with respect and courtesy at all times. Unruly, abusive or aggressive behaviour – either towards staff or other guests – will not be tolerated. We reserve the right to ask them to leave the property if we feel it necessary.
- We will do our utmost to look after the hosts/guests personal items (including gifts, cards, clothing, phones etc) but take no responsibility if any loss or damage.
- All Residents/Guests who leave their cars overnight on the property must have them removed by the time your event concludes – usually 11:00am on the final day.
- We take no responsibility to any loss or damage to guests' cars.
- No singing or music allowed outside after 7:00pm. You are welcome to have either amplified/non-amplified music or singing inside.

Food and Beverages

- Allergens – We have a full menu with the allergens listed in our reception area. All guests are welcome to refer to this menu if they are allergic to any items. If concerned, you are welcome to discuss with the manager or chef on duty.
- We will do our best to cater for allergens with prior notification.
- Note that if you require the property to be completely 'nut free' (or any other allergen) there will be an additional charge to cover costs.
- We operate a bar service until 2:00am (or earlier as agreed by you). A strictly residents-only bar service will re-open whenever the on-duty manager has confirmed that all non-residents have left the property.
- The Late Night Residents Bar closure is at the discretion of the on-duty manager – but will close at 4:00am.
- We reserve the right to close the bar at any stage depending on behaviour of the guests – but we will always consult with the host if possible.

- In order to allow the residents-only bar to re-open, a taxi/minibus shuttle must be organised by the host in order to get the non-residents off the property. Failure to do so will result in a delay of the opening of the residents-only bar.
- No food may be brought onto the Property without prior approval (except wedding cakes, sweets etc).
- No alcohol is to be brought onto the property by the Hosts or their guests without prior approval in writing.
- If alcohol is brought onto and consumed on the property, we reserve the right to charge a Corkage charge (this is calculated as the estimated loss of equivalent income) and will be added to the master bill to cover the shortfall. Any alcohol brought onto the premises without approval will be confiscated.
- All food and beverages consumed on the property must be in a designated area. This is only to protect the unique nature of the property and furnishings.
- No food and drink to be consumed in any bedrooms including the Cottage and Coach House.
- No fires are allowed in the Cottage for safety reasons.
- We operate a strict policy and do not serve alcohol to anyone under the age of 18 years. If any of your party are fortunate enough to look younger than 18, ID will be requested.

Children

- All Children are the responsibility of the guests and have to be monitored and cared for accordingly, especially with our proximity to water and expanse of grounds.
- Children's Safety and Supervision are the responsibility of the parents or guardians and Ballinacurra House are not held responsible for any negligence.
- Nannies and/or babysitters require advance bookings and cannot be held responsible to any negligence.
- It is in everybody's interests for safety and peace of mind that you have sufficient child minders. This will depend on the number of children and their ages.
- Ireland's licensing hours' dictate children are not allowed in bars after 9pm.
- If children are dining separately from the adults, time, location and menus are to be agreed in advance and have supervision from appointed parents or guardians.

Dogs

- If you wish to bring a dog onto the property, please discuss with us beforehand.
- We have a separate policy on dogs with conditions attached – just for the protection of your dogs and ours!

Guest Activities' Waivers

We have the relevant waivers for the following activities which the Host is to sign if applicable to your Guests:

- Activities – Ballinacurra House does not accept liability for any accidents and/or injuries to anybody on the property whilst participating in activities in the House or Grounds of the property. Particular care should be taken when employing an Activity Company – they should be professional, and have all the necessary insurances in place.
- Water Based Sports – if your guests intend on using our jetty, kayaks, swimming or any other water-based activity, we require you to complete the 'Waiver of Responsibility' form. We can recommend professional instructors if you wish.
- Bouncy Castles/Children's Activities – if you intend bringing in a bouncy castle or other inflatables or children's toys, we require you to complete the 'Waiver of Responsibility' form. A responsible parent/guardian/babysitter of your choosing must be in attendance at all times.