

## Norfolkcoast holidaycottages

***When you submit a booking enquiry via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email when a deposit is received to secure the booking***

1. A deposit of 30% of the total cost plus a £200 damage waiver is required to confirm a reservation and by paying this you are entering into a contract and accepting our booking conditions. The person making the booking must be over 21 years of age and have the authority and responsibility to accept all the conditions on behalf of all the party members.
2. Payment of the balance of the total cost of the holiday is due two calendar months before the date of commencement of the booking, or in full at the time of making the reservation if within two months of the holiday. Failure to comply will result in the cancellation of the holiday and forfeiture of the deposit and payment of full cancellation charges.
3. The property is cleaned between lets and we ask that you leave the property and its contents as you found it; rubbish bin should be emptied, any leftover food should be disposed of, all dirty crockery, cutlery and glassware should be placed into the dishwasher and left on a full cycle or washed up and put away. A security deposit of £200 will be taken at time of booking and this will be held against damage, losses and excessive final cleaning. Your liability is not limited to £200.
4. The property will be ready for you from 4pm and guests planning on arriving earlier are welcome to book lunch or afternoon tea at The Lodge Inn. The property can be booked the night before at an extra charge to guarantee an early check in, subject to availability. On departure day, the property must be vacated by 10.30am; otherwise a late charge will be taken. However, by written agreement and subject to availability, a late checkout may be arranged for an extra charge, near the time of the holiday.
5. Cancellations must be received in writing and will result in liability for the total cost if the property is not fully re-let. If the property is fully re-let the deposit/ payment can be transferred to another booking or returned. A cancellation fee from £50 will be deducted. The change of date, or a shortening of a booking, may be deemed a cancellation. Holiday insurance is very strongly recommended.
6. Unless agreed in writing the number of persons in The Lodge Cottage shall not exceed eight adults and two children, four adults and two children in Albatross, Par and Mulligan Cottages, eight adults and one infant (cot) in The Old Lighthouse, nine adults and two children in Hippisley Hut and eight adults and one infant (cot) in Sea Folly without prior arrangement.
7. An adult (25+) must be present for the full duration of the holiday let period.
8. Reasonable access to the property by representatives must be allowed at all times although we aim to minimise any disturbance to our guests.
9. Well behaved pets are allowed in the ground floor (upstairs in the Lighthouse) area and garden only. A weekly charge of £25 per pet/per week will apply. We ask that you consider future guests and do not allow your pet on any of the furniture or beds. Please see our separate "Terms & Conditions of Booking - Pets" below for further information.
10. Failure to comply with any of the booking conditions may result in the party being asked to leave immediately, if in our sole discretion, we feel the conditions have been infringed. No refunds will be given in these circumstances.
11. Liability; personal belongings are the responsibility of each member of the party. We accept no liability whatsoever for any accident, loss or damage to your property. We cannot be held responsible for the failure of public services (eg water, gas, electricity etc) or any disturbance which is beyond our control. In all cases, except personal injury, our liability to you for the total of all claims arising out of your holiday with us is limited to the cost of the booking.

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12. There is a smoking ban in our properties and a deep cleaning charge of £75 per room will be made if this ban is ignored. If the next occupant refuses to accept the property then you will be liable for the cost of the alternative accommodation and loss of revenue from that booking.

13. Cars are parked at owners' risk; each property has dedicated parking spaces available.

14. Please bring your own towels for the beach. All other linen is provided for you including bed sheets, hand and bath towels and foot mats.

15. Prices are correct at the time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter other than to reflect any changes in tax. E & OE.

16. We reserve the right to refuse any booking.

17. Subletting is strictly prohibited; the person who has made the booking with us should be at the property for the entire duration of the holiday and available to speak with Company representatives as necessary.

### **Terms & Conditions of Booking – Pets**

In addition to the above terms and conditions, guests who have arranged to stay with their pet(s) will be bound by the following terms and conditions.

1. Pets are welcome in the ground floor area of the accommodation only unless staying in the Old Lighthouse where they are welcome anywhere except for bedrooms and on furniture. Stair-gates can be provided if you need assistance with keeping your pets in a permitted area.
2. A maximum of 2 well behaved pets are allowed per property.
3. You are wholly responsible for your pet; this includes;
  - a. Removing and disposing of any excrement.
  - b. Ensuring your pet is not a nuisance to our neighbours.
4. Pets are only welcome with prior arrangement and are charged at £25 per pet/per week.
5. Failure to adhere to the above points may result in your security deposit being retained.

### **Terms and conditions for special offers**

In addition to the above terms and conditions, guests booking on a last minute deal or any special offer will be bound by the following terms and conditions.

1. The offer is only applicable to new bookings, and cannot be used retrospectively.
2. There will be a limited number of places available on the special offer or last minute deal, and once these have been filled, we are under no obligation to extend the offer further.
3. An offer cannot be used in conjunction with any other offer.
4. Guests must notify us that they wish to take up the offer at the time of booking.
5. We reserve the right to amend or vary any offer at any time.
6. Full payment of the special offer may be required at the time of booking, and no refund will be made in the event of a cancellation.