

Stable Cottage

Incleborough Close, East Runton, Cromer, Norfolk NR27 9PU

Terms & Conditions 2022

General

This is a legally binding contract between the property owners, Nick & Barbara Davies, Incleborough House, Lower Common, East Runton, Cromer, NR27 9PG and the holidaymaker. The property owners are also referred to as "we", "us" and "our". The holidaymaker is the person who signs the booking form or, in the case of online or telephone booking, the person who makes the payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you" and "your".

Period of Hire

The rental period commences at 4:00pm on the day of arrival and terminates at 9.30am on the day of departure. These times must be respected in order for us to ensure our full-service standards can be adhered to. Please be aware that the whole cottage must be cleaned and prepared during a limited changeover period and any maintenance issues resolved too. The period booked will be stated on the confirmation sent by email to the holidaymaker after your payment has been received (the "Booking Confirmation").

Booking Deposits and Payments

A non-refundable booking deposit of 20% of the full cost of the holiday is payable at the time of the booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice. The balance of the rental charge, along with the breakage deposit, is payable not less than 8 weeks to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 8 weeks prior to the arrival date must be paid in full at the time of booking. Deposit payments may be made by either bank transfer (BACS) or over the telephone or online by personal debit card, all methods are free of handling charges. Personal debit/credit cards can only be used for a deposit payment, not balances. All balances, or full payments for holidays which fall within 8 weeks of the arrival date, can only be made by bank transfer (BACS).

Cancellation Policy

If a booking is cancelled by the holidaymaker which has been confirmed, we will attempt to re-let the cottage. The holidaymaker is legally liable to pay the balance of the full rent due unless the dates are re-booked. If we successfully re-let the property, we will refund to the holidaymaker an amount equal to the income received for the re-let period less £60 cancellation administration charge.

Under Covid-19 restrictions, if travel is not permitted or party size is restricted by Government, then firstly we will offer the holidaymaker a postponement. If this is not acceptable then a full refund will be given of all payments made to date, less £60.00 administration charge.

We strongly advise our holidaymakers to take out independent holiday insurance as they are liable for the whole holiday cost if the booking period cannot be re-let.

Non-availability of the Cottage

If for any reason beyond the our control the cottage is not available on the date booked or we have to cancel your booking (owing, for example, to flood damage) we will firstly offer the holidaymaker a postponement / alternative date. If this is not acceptable then all rent and charges paid in advance by the holidaymaker will be refunded. Please note that refunds may take up to 30 days to be processed. No other compensation will be offered.

Special Conditions Regarding Heavy Snowfall / Inclement Weather

In the event of heavy snowfall / inclement weather on the day of your arrival that affects your ability to travel and you have to cancel, we will be unable to refund your holiday cost. Therefore, we strongly recommend that you take out travel insurance that covers this eventuality.

Children, Elderly and Safety Advice

The holidaymaker must accept full responsibility for the safety of any children in their booking party. Our property is a general domestic property and no assurances can be provided as to the safety or suitability of the property for the holidaymaker, the holidaymakers' children or dogs. Travel Cots (own bedding must be provided for cots) stair gates and highchairs are available for infants but holidaymakers are advised to check the safety of any such items before use. Holidaymakers may choose to bring their own travel cot or other children's equipment/facilities with them for the duration of their stay.

We draw the holidaymakers' particular attention to keeping a close eye on children of all ages (or other members of the party who may not be able to adequately identify risks, such as the elderly) whilst at the property.

Easy Access for Wheelchair Users

For holidaymakers that have mobility problems, there is our Master bedroom with ensuite bathroom with bath and a corner shower too, which is located on the ground floor. Take a look at our Access Statement for more detailed information. If you would like to chat over any specific queries you might have, feel free to give us a call 01263 515939

Pets information

The first dog can stay free of charge, a second will be charged at £20 per per stay, registered assistance dogs not charged for. A maximum 2 dogs allowed at any time, unless by prior arrangement.

We are happy to allow your family dog(s) at the cottage. We do not accept dogs under the age of 1 year old and pets must be fully housetrained and well behaved. They must be kept under strict control and excessive barking prevented.

We provide poo bags and a watering can if bitches urinate on any of the lawns, (this will protect the life of the lawn). Please always make sure that your dog is clean before bringing it into the cottage. Dog towels and an outside shower are provided for your pets use. Dogs may not be cleaned in showers, sinks or baths. Dogs must not be left unattended inside (even in a cage) or in the garden, regardless of how they are secured.

Dogs are not allowed on any furniture including bedding and to avoid doubt, may not sleep on your bed. Please note that you will be charged for extra/special cleaning for bedding soiled by dogs, for example muddy paw prints are notoriously difficult to remove.

Dogs should not be left for excessively long periods in the garden area, as this can lead to damage to the plants and lawns plus excessive dog fouling. Pets must not be permitted to cause any damage to the property or gardens, If any soiling occurs in the grounds of the property it must be removed immediately.

Special note:

For your dogs' safety and the wellbeing of all guests, we strongly recommend your dog is fully vaccinated as Parva Virus is prevalent in the area. We also request you ensure your dog is fully up to date with flea treatments to avoid any unwanted 'visitors' for our next guests. Any charges incurred to remove unwanted visitors will be met by the owner by a deduction from your security deposit.

Private Hot Tub

The private hot tub is available 7 days a week from 8am to 10pm. Children under 12 years old must be under constant supervision whilst using the hot tub. All holidaymakers must be familiar with and observe the hot tub rules, which are displayed on the front of the hot tub and in the information pack.

Arrival and Provision of Keys

Upon arrival day, you will be met at the cottage, where you will be asked to complete a registration form and to accept the keys to the cottage. We will provide a guided tour of the cottage and all its facilities including how to use the central heating, log burner, Sky internet and TV package, hot tub operation and EV Charging if pre requested. This enables you to settle in more quickly and avoids unnecessary call outs.

Your Welcome Pack details

All your bedding, linen, towels, fluffy dressing gowns, disposable slippers, starter toiletries in ensembles, toilet rolls, kitchen towels, washing up liquid, dishwasher tablets, instant tea and coffee, fresh cafetiere coffee, salt & pepper grinders, foil and clingfilm and milk are provided. There is also a small food welcome pack included.

Heating and Electric

Central heating, hot water and electricity is included. One rack of logs for the new log burner plus firelighters are also included. Further logs can be

purchased from ourselves. EV charging is available by prior arrangement and paid at the charging point via the Tap app (smart phone required).

WiFi

There is free WiFi available throughout the cottage.

Use of the Cottage

The booking shall be deemed to be for the person or people whose names appear on the booking form. The maximum number of 6 persons plus a toddler under 2 years sleeping in a cot is allowed at the cottage, which corresponds to the number of beds provided and **MUST NOT** be exceeded without our prior consent. In the event the maximum number of allowed persons has been exceeded (this includes day visitors) without prior consent, we reserve the right to revoke the booking without refund and ask all persons to leave the property immediately.

A refundable cleaning/damage deposit of £200.00 referred to as a 'refundable security deposit' will be agreed before acceptance of any booking. The payment of this is required when the balance is due.

Sub letting or assignation of the let is prohibited. We do not accept Hen, Stag, 18th or 21st birthday parties.

Care of the Cottage

The holidaymaker is required to keep the cottage and all furnishings, fixtures, fittings and effects in the same state of cleanliness, repair and condition as they were in at the commencement of the holiday and will be responsible for any damage to the cottage or the furniture, fixtures, fittings and effects and must ensure that the property is left clean and tidy, both inside and outside.

We reserve the right to charge the holidaymaker for the cost of repairing any damage and/or replacing damaged items caused by the holidaymaker or their party during the stay, although minor breakages and reasonable

wear and tear (in the opinion of the property owners) will not be charged for.

The property is required to be left in a clean and tidy condition, as found. If any unavoidable exceptional cleaning is necessary, we will deduct the amount from the refundable security deposit or if insufficient, charge the holidaymaker direct and legal action will be taken in the event of non payment.

Behaviour

Holidaymaker behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or aggressive behaviour or language towards the proprietors or our staff is not acceptable and may result in the place being involved. We reserve the right to enter the property and may ask you and/or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate; likely to cause or harm; or impair the enjoyment, comfort or safety of anyone; or is likely, in our belief, to breach any of this agreement. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party. We have the right to cancel your booking, or to instruct you or your party to leave the house immediately, without compensation or refund, should you or any of your party not comply with this agreement. If a valid noise complaint is received you could lose your breakage deposit.

Return of Refundable Breakage Deposit

Once you have completed your stay, the cleaning and maintenance team will turn the cottage around in readiness for the next guests. Your breakage deposit minus any deductions (if applicable), will be returned to you within approximately 1 week of your departure.

Liability

The property owners takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owners (or their representative) immediately it becomes apparent, thereby giving the property owners the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained. The property owners will make every endeavour to rectify any identified problems as soon as is reasonably possible.