

HOLT COTTAGES

Daisy Cottage 10 Peacock Lane Holt NR25 6HA

TERMS & CONDITIONS OF THE PROVISION OF HOLIDAY SERVICES AND ACCOMMODATION :-

1. Commencement of hire

For weekly bookings, the accommodation is available from 5.00pm on the day of arrival and **must** be vacated by 10.00am on the day of departure. Shorter periods are by arrangement. The accommodation must be left in a clean and tidy state at the end of your holiday.

2. Deposit/Full payment

A deposit of £150 is payable per week/short break when booking, unless this is within 4 weeks of the holiday commencing, in which case the full amount of the accommodation charge is payable. The balance is payable not later than 4 weeks before the holiday commencement date. (If it is not paid by the due date, cancellation will be assumed and paragraph 3 below will apply).

3. Cancellation

Once a booking has been confirmed by us and the deposit paid, the hirer is liable for the whole amount of the accommodation charge for the period booked.

If written notice of cancellation is received, every effort will be made to obtain an alternative guest for the accommodation for the period booked. If this is successful a credit may be given of the net amount received after all additional costs incurred (of whatever nature), plus an administration fee of £35.

You are advised to take out an appropriate travel insurance policy at the time of booking from an insurance provider authorised by the Financial Conduct Authority.

4. Availability

The booking is made on the understanding that the accommodation will be made available on the date stated. Should this not be possible for any reason (e.g. fire, damage etc) the full amount paid by the hirer will be refunded but no alternative accommodation can be provided nor will the hirer have any claim against the owners for any further sum.

5. Breakages, damage or misuse

The hirer undertakes to keep the accommodation and all furniture, fittings and contents in the same state of repair and condition as at the commencement of the booking. Any breakages or damaged items should be referred to the owners – in the case of damage to linen, furniture, carpets etc. please notify us immediately and we will arrange for cleaning by us or, if necessary, by professional cleaners – guests will be expected to meet any costs arising. In the case of breakages, please either replace the item concerned with an identical item or notify and pay the owners for any breakages or damage caused.

TERMS & CONDITIONS OF THE PROVISION OF HOLIDAY SERVICES AND ACCOMMODATION contd

Please appreciate that the aim of this condition is not to penalise guests for accidental damage – accidents of all sorts do happen – but subsequent guests are entitled to expect the same standard of accommodation, fittings and equipment as you have been offered and we cannot always deal with repairs or replacements instantly, so prefer to have notice. Added to this, carpet or furniture cleaning or repairs for example, are best done immediately and possibly by specialists who may need to be booked.

We do provide additional covers etc. for guests with children (e.g. for use on or under chairs when eating, playing, nappy changing etc.) and ask that these be used and that you request more if necessary.

We provide hand and bath towels for personal use – please do not use these outside of the cottages or lodge e.g. at the swimming pool, on the beach or in the garden. Such use will be regarded as ‘misuse’ and treated as damage. Beach or Leisure Centre towels can be provided on a hire basis if requested at £2.50 per towel per week/part week.

6. Occupation

The accommodation is booked strictly on the basis that it is used for holiday accommodation only and there is no right to remain at the property or otherwise occupy the property after the expiration of the booked period. It is also a condition of the booking that the owners retain all rights of occupation and that no right of occupancy beyond use in connection with the holiday services booked shall pass to the hirer. The hirer shall not do or allow to be done anything which may be or become a nuisance or annoyance to the occupiers of any neighbouring properties. The hirer shall not allow any person or persons to sleep in or otherwise occupy or use the accommodation or any facilities or parts of it, or the grounds, except those notified on the Booking Form.

Where a ‘couple only’ or ‘single room’ discount has been applied, we do ask that guests do not use the other room/bathroom except e.g. to leave suitcases - as the discount does reflect reduced cleaning costs. An additional charge may be made if this condition is not met.

Use of the travel cots by children over 1 year or who can stand unaided is not advised and at the hirers own risk. Similarly use of high chairs and toys should be restricted to children of appropriate age and size and always supervised

7. Repairs

The hirer shall permit the owner to enter the accommodation at any reasonable time to inspect the condition of the property or any time for the purpose of carrying out any emergency repairs or statutory tests that may need to be done.

8. Pets, smoking and cleaning

Pets and smoking are not allowed in any of the properties (or on the decking at the lodges) and the hirer will be responsible for any breach of this condition including any additional cleaning costs resulting, with a minimum of £100. If the property is not left in a clean and tidy condition with rubbish removed (as set out in the welcome book for the property), additional charges may be levied.

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9. Loss of keys

In the event of a loss of keys we request a deposit of £35 against the locks and the keys having to be replaced. We do not label our keys so if they are lost there is every possibility that if the keys are lost a good distance from the accommodation we would simply have duplicates cut in which case a refund would be made of the excess of the deposit over costs incurred but such replacement of keys only is at the discretion of the owners.

10. Daisy Cottage WI-FI

If you wish to use this, we do ask that you accept a fair use limitation i.e. that you and members of party do not use the service for excessive uploading or downloading in accordance with our provider's industry standard "fair use" policy during your stay. It is considered unlikely that any normal use for email and browsing would cause any problem but any extra charges that result from excessive usage will be passed on to the hirer and the hirer accepts responsibility for them. We do not accept responsibility for any loss that may arise resulting from non-availability due to service interruption for whatever reason.

11. Access

Regardless of the above conditions, the owners reserve right of access to the property at any time for any reason they feel appropriate. This would include, for example, doing garden work or reading meters. Any access would of course be made, wherever possible, without inconvenience to guests.

12. Liability

The proprietors accept no responsibility for loss or damage to any hirer or the personal belongings of any hirer except as provided by statute. We cannot guarantee the security of bicycles left outside.

13. Special conditions relating to Covid 19.

Since re-opening in July 2020, we have been taking extra measures in terms of sanitization and substitution to ensure the safety of guests and we will continue to keep those procedures under review and in line with recommendations. Guests are expected not to come to the cottage if they or any of their party are displaying symptoms of the virus and to both get tested and notify us immediately, if they start showing symptoms during their stay or within 5 days of the end of their stay. We also ask that guests follow any statutory recommendations or other requirements or recommendations in order to stay safe themselves and to ensure the safety of the cottage, the staff and proprietors. We will require full details of the party leader in order to comply with track and trace requirements.