



Holiday apartment, Old Hunstanton, North Norfolk

## TERMS AND CONDITIONS OF BOOKING & RENTAL

**Conditions of Hire** – Bookings run from Friday, and the standard arrival time is after 3pm, with departure by 10am on the final day. However we are flexible, where possible, so if this doesn't suit you, please contact us.

**Confirmation of Booking** – Bookings within 6 weeks of hire, full payment is required to confirm the booking, otherwise a 30% deposit is required, with the balance due 6 weeks prior to your holiday.

A booking will not be considered confirmed until payment has been received and cleared. Upon receipt of full payment, we send out directions and key collection details. We reserve the right to cancel a booking if full payment is not made by the due date.

**Cancellation by You or us** – We advise you to take out holiday cancellation insurance. If you need to cancel, please let us know immediately. We will do our utmost to re-let the apartment for all or part of your original booking, enabling us to refund you, but otherwise a refund may not be possible. We also reserve the right to retain your deposit.

If the apartment is unavailable due to events beyond our control (e.g. storm damage), we will advise you of the problem as soon as we can and fully refund your money – we cannot accept responsibility for any further claims.

**Your Responsibilities** – You are expected to take all reasonable care of the apartment; please ensure all contents are left clean and tidy at the end of your stay and report any breakages or defects.

You may be liable for any damage caused to the property during your rental, which falls outside reasonable "wear and tear". If there is a problem, please contact us during your holiday, so that we can try to resolve it.

**'Good Housekeeping' Deposit** – A separate £150 Good Housekeeping deposit cheque is required at the time of payment of the balance. This deposit cheque will not be cashed and will be shredded (or returned if you prefer) at the end of your holiday. If the apartment is not left in the condition in which it was found, the deposit will be kept to cover the cost of any damage/extra cleaning to either the property and/or its contents.

**Return of Personal Belongings** – Should any items be left in the property, we will pack and post the items back to you for a minimum charge of £5.

**Dogs** – Dogs must be kept under control at all times and, in particular, please minimise noise. Dogs are not permitted on the furniture or beds. Please limit the time they are left alone in the apartment (this requires each owner's judgment – you know if your dog will become bored, stressed or noisy if left for too long, so please take this into account). You are expected to remove all traces (inside and outside) of your dog's visit and to clear up after your dog when out, in particular on any beaches.

**Occupancy** – The maximum occupancy for **Sandy-Nook** (four people and one small-medium dog) must not be exceeded unless prior agreement has been given.

**Smoking** – Smoking is NOT permitted within **Sandy-Nook**, nor in the immediate vicinity of its neighbours. Please dispose of cigarettes appropriately (please do not bury cigarette butts in the sand at the beach, or in the gravel or flowerbeds at the apartment).

**Candles and other Fire Risk** – The lighting of matches and burning of candles, incense or similar is strictly prohibited within **Sandy-Nook**.

**Noise and disturbance** – The terms of **Sandy-Nook's** lease state 'no musical equipment, TV or radio or other noise should be audible outside of the apartment between the hours of 9pm and 9am'. We politely request that all guests exercise consideration for others with their noise levels.

**Liability** – We do not accept liability for any damage, loss or injury to any member of your party or to your baggage, vehicles or contents, unless it proven to be caused by a negligent act by ourselves.

**GENERAL** – Clothes or linens are not permitted to be hung outside of the apartment, eg to air or dry – a washer/dryer and clothes airers are provided in **Sandy-Nook**.

The person making the booking is responsible for the apartment and must accompany the party and be over the age of 18.

We reserve the right for the purpose of maintenance etc to enter either the apartment with or without workmen at any reasonable time, even in the absence of the hirer.

The booking is for the purpose of a holiday only and no security of tenure will be created.

**COMPLAINTS PROCEDURE** – In the unlikely event of a problem, all complaints must be received before the end of the holiday rental to enable any issues to be resolved. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.