



Old Hunstanton, North Norfolk

## TERMS AND CONDITIONS OF BOOKING & RENTAL

**CONDITIONS OF HIRE** – bookings run from Fridays. 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. **Sandy Bottom** is available for use from the morning after your arrival at **Sea-Glimpse** until the evening prior to your departure. This allows enough time for changeovers.

**CONFIRMATION OF BOOKING** – For 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 with key collection details. We reserve the right to cancel a booking if full payment is not made by the due date.

A confirmed booking of **Sandy Bottom** can be made up to two weeks before your holiday, with full payment of hire cost. The booking will not be considered confirmed until payment has been received and cleared.

**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 endeavour 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 or beach hut 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 both properties. Please ensure the apartment, beach hut and 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 properties during your rental beyond 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 £150 Good Housekeeping deposit cheque (£175 if you are hiring **Sandy Bottom** too) is required at the time of final payment of the balance.

The GHD is held during your stay, not cashed, and will be shredded (or returned if you prefer) at the end of your holiday. However, if the apartment and beach hut are not left in the condition in which they were found (beyond acceptable wear and tear), all or part of the GHD will be used to cover the cost of any damage/extra cleaning to either property and/or their contents.

**RETURN OF PERSONAL BELONGINGS** – In the event of any items being left in the properties, we will collect, 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. Do not leave your dog alone in the beach hut and 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 beaches.

**OCCUPANCY** – It is not permitted to exceed the maximum occupancy for **Sea-Glimpse** (four people and one small-medium dog), unless prior agreement has been given.

Only guests of **Sea-Glimpse** (plus their family and friends) are permitted to use **Sandy Bottom** during a stay at , unless prior agreement otherwise has been given.

**SMOKING** – Smoking is NOT permitted within **Sea-Glimpse**, nor in the immediate vicinity of its neighbours. **Sandy Bottom** enjoys an equally strict No Smoking policy within the hut, on its veranda and within its immediate vicinity. Please dispose of cigarettes appropriately and responsibly (please do not discard or bury cigarette butts in the sand at the beach, or in the gravel or flowerpots at the apartment).

**CANDLES AND OTHER FIRE RISK** – The lighting of matches and burning of candles, incense or similar is strictly prohibited within and around both **Sea-Glimpse** and **Sandy Bottom**. The lighting of fires or barbecues near the beach hut, or on the foreshore is strictly prohibited.

**NOISE AND DISTURBANCE** – The terms of **Sea-Glimpse'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.

Similarly, **Sandy Bottom's** lease states you must not to do anything which might cause annoyance, inconvenience, disturbance or damage to the owners or occupiers of neighbouring huts or other beach users. In particular, please show consideration for others with your volume levels from any musical equipment or instruments.

**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 proved to be caused by a negligent act by ourselves.

**GENERAL** – Clothes and 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 **Sea-Glimpse**.

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 or beach hut 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 period 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.