

## **Staithe View**

**4 The Cricket Pasture, Burnham Deepdale, Norfolk. PE31 8DQ**

**Email; staitheview@btinternet.com**

### **Booking and Cancellation**

When you book to stay with us we will ask for a £100 deposit to secure the booking, which must be received by us within 7 days. Please note that for bookings made less than 6 weeks before the rental date, full payment must be made at the time of booking. On receipt of this payment we will send you an email to confirm the dates and cost of your stay, the balance due if any and the date by which it needs to be paid.

The balance of the cost of your stay is due six weeks prior to your scheduled arrival: we do not normally send reminders. When we receive the balance, we will send you a confirmation giving directions to the property. The keybox code will be sent to you the week of your stay. If either of the above payments is not made on time we reserve the right to cancel the booking. Please note that we cannot offer insurance against possible cancellation of your holiday but we will accept cancellations on the following terms: -

- Over thirty days prior to your arrival date we will refund your deposit less a £50 administration charge; less than thirty days prior to your arrival date we will refund 50% of the total cost;
- Within seven days no refund will be available.
- If you wish to change the dates of your stay we will do our best to accommodate your request but we cannot guarantee availability. If the cost of your substitute choice is more than the cost of your original choice we will expect you to pay the difference; if it is less we will refund the difference.

The cottage accommodates a maximum of 6 people. The cottage must only be used by the people entering into the rental contract.

### **Period of hire:**

Rentals commence at 4pm on the day of arrival and terminate at 10.00am on the day of departure.

Rentals run on a x4 night ( Monday to Friday) basis or x7 nights ( Saturday to Saturday ) Other breaks may be agreed on an individual basis.

### **Breakages or damage;**

The client is liable for any damage or breakages during their stay. Please record in the breakages book situated in the kitchen. In cases of serious damage please seek to notify us as soon as possible so we may be of assistance.

### **Care of the property;**

We expect that all reasonable care will be taken with effect to fittings and equipment and that as such, the property and contents will be left in the same clean and tidy condition at the end of the rental, as at the beginning. We want all our guests to have the best experience possible.

**Smoking**

We are a NO smoking property and reserve the right to reclaim any cost for deep cleaning in regard to any smells of smoke at the end of the rental.

**Pets;**

We are unable to accommodate pets of any kind at the property.

Our property sits within a small, happy, established community and we ask that our guests respect the privacy of other residents. As such, please keep noise to a minimum after 11pm and before 7am.

*23/01/2018*