

BOOKING CONDITIONS

Reservations whether made by telephone, on-line, in writing or via email are accepted by Norfolk Hideaways.

1. Contract of Hire

The Contract of Hire is not effective until Norfolk Hideaway dispatches to the Hirer written confirmation of the booking. Norfolk Hideaways does not accept bookings from Hirers under the age of 18.

Norfolk Hideaways act as Agents for the Owners. Any contract for hire of a property shall be between you the hirer and the holiday home owner. When you book a property through Norfolk Hideaways, you enter into a contract with the owner of that property. Norfolk Hideaways is responsible for the administration of your booking, but, except where otherwise stated in these Booking Conditions, does so solely on behalf of and as agent for the Owner.

2. Initial Payment

Bookings will be confirmed upon receipt by Norfolk Hideaways of the required deposit payment. However if booking is made within 8 weeks of the holiday commencement date, the full accommodation rental will be required. This initial payment will include a non-refundable Booking Fee of £10 to cover administrative costs.

3. Balance Payment

Balance of the Hire will be due for payment 8 weeks before the holiday commencement date. Norfolk Hideaways has the right to cancel a holiday where full payment has not been received less than 28 days before the holiday commencement date. The deposit made on the booking is non-refundable.

4. Security Deposit

Each Owner charges a refundable security deposit for each property for each rental period. Under normal circumstances this deposit is returned in full between 7 and 14 days after the end of each rental period. The deposit is held by Norfolk Hideaways on behalf of the Owner and any deductions taken from it are on instruction from the Owner.

5. Damage

All damages and breakages are the legal responsibility of the Hirer and should be notified to Norfolk Hideaways before the end of your holiday. These costs are deducted from the security deposit; should the costs exceed the total value of the security deposit any balance is payable on demand. However, minor damage or breakages will not normally be charged.

6. Confirmation of Booking

Once Norfolk Hideaways has issued a Confirmation of Booking/invoice, the Hirer is responsible for the total published price of the property and any extras as shown on the confirmation.

Any amendments to an existing booking are not effective until acceptance in writing is dispatched to the Hirer by Norfolk Hideaways and any additional funds paid.

7. Booking Cancellation

If you are forced to cancel your holiday you must inform Norfolk Hideaways immediately. Your deposit is non refundable. You will remain liable for full payment if you cancel within eight weeks of your holiday commencement date.

8. Holiday Insurance

We strongly advise that you arrange holiday insurance for your stay that includes cover for cancellation and your personal property.

No responsibility can be accepted for injury, loss or damage to guests or their belongings whilst making use of the accommodation and amenities, where offered, such as swimming pools, rowing boats, beach huts, climbing frames, trampolines etc. However, Norfolk Hideaways does not seek to exclude or limit legal liability for the negligence of their servants or agents.

Norfolk Hideaways cannot accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, plumbing, wiring, and temporary invasion of pests, damage resulting from exceptional weather conditions or the owner's negligence resulting in loss, injury or accident.

9. Party Numbers

In no circumstances may more than the maximum number of persons occupy the property specified on Norfolk Hideaways booking form. Norfolk Hideaways reserves the right to refuse admittance if this condition is not observed. In addition the owner reserves the right to refuse or revoke any bookings from parties that may in their opinion and their sole discretion be unsuitable for the property concerned.

10. Hirers Responsibilities

The Hirer is responsible for the property and is expected to take all reasonable care of it.

Cleaning

The property must be left clean and tidy, all equipment and utensils etc must be clean and put away at the end of the hire period. Should the property be found to require significant extra cleaning as a result of the condition in which it is left then these additional costs will be deducted from the security deposit.

We ask that on the day of departure all the beds which have been slept in are stripped and the sheets left in the rooms. If a BBQ has been provided at the property, please ensure that it has been thoroughly cleaned after use for the enjoyment of future guests. This will avoid extra cleaning costs on your departure.

Bins & Recycling

Please note the day your bin needs to be put out. There should be a notice in the kitchen telling you when this needs to be done. If there is not please call the office and we will let you know the correct bin day. If the bins do not get put out it means the next guests will be confronted with an over flowing bin which is not pleasant. Similarly, if your party generates more refuse than the bins can accommodate, please take the excess to the nearest recycling centre. Please take your bottles away with you to be recycled. Unfortunately if this is not done we will have to charge a call out fee of £25 to collect and dispose of any refuse/bottles. This will be taken from your security deposit.

Environmental Considerations

At the end of your stay in any of our properties, please endeavour to turn all the lights off, electrical appliances off at the wall and turn down heating thermostats to an economic level.

Smoking

Smoking is not permitted in any of our properties.

11. Pets

Special attention should be paid when pets are welcomed into a property. There is an additional charge levied by each property per pet to cover additional cleaning costs but please note that pets are **not** permitted on furniture, upstairs or on beds. Every effort must be made to minimise additional mess created by having your pet on holiday with you and any extra costs incurred as a result of pets will be charged to your security deposit. Under no circumstances must a pet be left unattended in the property, the owner accepts no responsibility for pets left unattended and any damage to the owner's property by pets will be charged to the guest.

12. Use of the Accommodation & Amenities

Norfolk Hideaways reserves the right to repossess the holiday home at any time, where the Hirer or any member of the Hirers party has caused excessive damage or is found to be conducting themselves in an illegal, offensive or immoral fashion. Norfolk Hideaways shall not be liable to make a refund of any remaining portion of the hire terms paid.

13. Availability

The Hiring Contract is made on the understanding that the property and its facilities advertised will be available for the dates stated. In the unlikely event that the property is not available through events arising outside the control of Norfolk Hideaways, then Norfolk Hideaways may be forced to cancel the booking. The Hirer will be advised as early as possible. If possible the Hirer will be offered suitable alternative accommodation, which if not acceptable will entitle the Hirer to a full refund. The Hirer will not as a result have any further claims against Norfolk Hideaways.

14. Arrivals and Departures

Changeover Days

Full week breaks arrival and departure day is either on Friday or Saturday, arriving 4pm onwards departing the following week on the same day at 10am prompt.

Weekend breaks are 3 nights – arrive Friday 4pm onwards departing Monday 10am prompt.

Midweek breaks are 4 nights – arrive Monday 4pm onwards departing Friday 10am prompt.

Please do not arrive early, unless previously arranged, as time is needed to thoroughly clean the property between lets. We also ask that you leave the property by 10am on departure day for the same reason. If housekeepers are delayed due to late departure of guests there will be a late leaving charge of £25 applied to your security deposit.

Key Collection

You will be contacted a week prior to the start of your holiday with key instructions and directions for your booked property.

Keys are usually collected from the office at Burnham Deepdale, from a key safe at the property or by separate arrangement. Keys must be returned either to the office or key safe on the day of departure.

Left Luggage

In the event that you leave something behind you in the property, please inform us straight away so that the housekeeper can be aware to locate your property for you. We are happy to post things back to you but will apply a £15 minimum charge to cover administration, packing & postage.

15. Complaints Procedure

If you are unhappy with your booking or the way it has been handled, please let us know immediately and we will endeavour to put the matter right as soon as possible.

If there are any problems that arise during your stay, you should contact us immediately and we, in conjunction with the owners of the property, will endeavour to put the matter right as soon as possible. No correspondence can be entered into in the case of complaints made after you have returned home when it will be appreciated that it is quite impossible for them to be effectively investigated.

We will do all we can to rectify the matter for you during your stay. If we are unable to do this and in our opinion and/or the opinion of the owner your complaint is justified, we will arrange a re-imbusement of the cost of your holiday or part thereof.

Our liability is limited to the price you paid, except in the case of legal liability for personal damage or injury, for which purpose public liability insurance is carried by the property owners.