

BOOKING TERMS AND CONDITIONS - Pumphouse Cottage, Trunch

Pumphouse Cottage at The Manor House, Brewery Road, Trunch, Norfolk NR28 0PU

Please read our booking terms and conditions carefully before booking, as these booking conditions shall be deemed to have been accepted by you when you book with us.

The accommodation

The Pumphouse Cottage is an original annex to the main building of The Manor House. It comprises bedroom, shower room, living room and kitchen. Access to it is via the French windows of the living room. The cottage enjoys a large degree of privacy, but total privacy cannot be guaranteed. It is let as a self-catering holiday cottage (as defined by the Housing Act 1988) for a limited period each year.

Access Statement: Inside the Cottage all rooms are at the same level. There is a small step at the entrance. A ramp can be made available for this entrance. The shower is large enough to house a shower chair comfortably.

The contract

The contract is only effective once required payment has been received and written confirmation has been sent to the Hirer. The contract is subject to English Law.

Booking

If reservations are made *more than* four weeks before the holiday start date, a deposit of one third of the total rental cost is payable. The outstanding balance should be paid four weeks before the holiday start date (no reminder is sent). If booking is made less than 4 weeks before arrival, the full rent is required at time of booking.

Failure to make full payment at the appropriate time may result in the cancellation of the booking and the forfeiture of the deposit.

Cancellation

The booking deposit is always non-refundable. If a booking is cancelled less than 4 weeks in advance of your arrival the total payment (deposit and second payment) is non-refundable. But every effort will be made to re-let the Cottage. If it remains un-let due to the cancellation a refund will not be made. Should the Cottage be re-let a refund less the deposit will be made.

The Hirer is advised to arrange **holiday insurance** to give protection in the event that the Hirer is unable, for any reason, to take up the holiday accommodation at the agreed time. The Hirer should notify us of any cancellation immediately.

Booking deposit

A deposit equal to 1 / 3 (one third) of the full amount payable is required for a booking if reservations are made more than four weeks before the holiday start date (see paragraph "**Booking**"). The deposit is non-refundable, but if you are forced to cancel the booking please let us know as soon as possible, because if another party to replace you can be secured your deposit minus a £35 administration fee will be returned. Alternatively, your deposit can be transferred to an alternative booking within the calendar year, provided that the accommodation is not already booked by another party.

Arrival & departure times

We offer flexible bookings, and access to the Cottage for guests is from 4pm on the day of commencement of the holiday hire until 10am on the day of departure. The cottage must be left in the clean and tidy condition in which it was found, locked and the keys must be returned to us (unless alternative arrangements have been agreed on separate contract form).

Access to the Cottage

The owner shall be able to enter the Cottage for all reasonable purposes. If any issues of concern re. the electrical supply of both the Pumphouse Cottage or the Manor House arise, immediate access to the kitchen area is to be granted unconditionally.

Return of Personal Belongings

In the event of any items being left in the property, we will collect, pack and post the items back to you for a minimum charge of £12.00.

Booking Alteration

Rarely, for reasons beyond our control we have to cancel or alter arrangements made for the Hirer – in this event we will contact you as soon as possible to endeavour to find alternative accommodation, or offer a full refund of monies paid to date. We will not accept consequential damages and liability is limited to a full refund of monies paid.

Liability

We accept no responsibility for any damage or injury caused by use of the accommodation and any amenities and such use is at the Hirer's own risk.

The details in the brochure may be subject to change in the future. The information given in the brochure and on our website is believed to be correct and true at the time of going to press.

Occupancy

The number of guests stipulated for Pump Cottage must not be exceeded under any circumstances, and only those listed on the booking form may occupy the premises. Infants (i.e. those 2 years old or under) will not count as guests as far as numbers are concerned but those 3 years of age and over will. Sub-letting is not permitted.

Signatory

The person who completes the booking form must be over 18 years of age and realise that in doing so they agree to accept responsibility for the hiring party and accept the conditions of hire on behalf of all those listed.

Fuel

All fuel (gas, electricity, firewood) is included in the tariff.

Smoking is NOT ALLOWED inside the Cottage nor in its grounds or those of The Manor House. If guests smoke outside they are kindly requested to dispose of their cigarette butts in a rubbish bin to help keep the site tidy.

Parking

There is ample off-road parking on-site.

No pets other than dogs are permitted. Please read our dog policy at the end of this document.

A maximum of 2 dogs are usually welcome.

This is on the strict understanding that they are the responsibility of their owners and must be kept under control at all times. Dogs must be house-trained, wormed and free of fleas or contagious diseases. They are not allowed on any furniture.

Owners must bring their own clean baskets and bedding for their pets. Dogs must never be left unsupervised on the premises of Pumphouse Cottage/ The Manor House at any time. They must never be left alone in or at the property. Owners must clean up after their animals – any fouling of lawns must be removed immediately and all pet hairs must be well cleared up before leaving.

Dogs should always be cleaned outside the Cottage (outdoor tap, hosepipe and plastic bowl are all available) and **under no condition in the shower or any other indoor facility.**

If you wish to bring a dog or two dogs, we would like you to ring us to discuss our terms for bringing dogs before making any booking. Unless this is done, and you receive our written confirmation, dogs cannot be brought to the property.

Linen

All bedding is **included**. During two week bookings fresh bedding will be provided on the intermediate Saturday of the stay.

Special Needs

Pumphouse Cottage has been designed specifically for people with limited mobility and wheelchair access. All rooms are on ground floor level, and there are no stairs or steps between the rooms (See **Access Statement** above).

Refunds in the event of unavailability of the Cottage

Should for any reason beyond our control (e.g. fire, vandalism etc) the cottage not be available for the date booked then any charges paid in full by the hiring party will be refunded in full. The hiring party will then have no further claim against the owners, Susanne and John Mason.

Breach of Contract

If there shall be a breach of any of these conditions by any of the hiring party the owners reserve the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the owner.

Complaints procedure

We hope that your holiday will be an enjoyable experience and that the need to complain should not arise during your stay. However should it be necessary to complain we would ask that complaints be made to Susanne or John Mason during the stay so that they can be investigated immediately. In no circumstances can compensation be made for any complaints that are made after the holiday hire has ended, or where the hiring party has not allowed the owners to try to put matters right during the stay.

I have read and agree with your terms & conditions.

Signature _____ Date

DOG POLICY - Pumphouse Cottage, Trunch

In the interest of the safety of all our guests we are unable to accept dogs of breeds whose behaviour is known to be unpredictable.

We will therefore NOT take Staffordshire | Pitbull | Doberman | Rottweiler breeds or any cross breed including these strains. If your dog has any record of unpredictable behaviour please make other arrangements for your stay.

We welcome well behaved and friendly dogs. In order to provide for the health and safety of all our guests and the neighbourhood, we have to ask you to keep to the following rules.

- ✓ Dogs should be under your ownership and responsibility **for at least 6 months** prior to your stay. **We do not take dogs younger than 6 months old.**
- ✓ Dogs must be **kept on a lead** and be under control of their owner in all common areas (hallways, stairwells and on our grounds etc.) at all times.
- ✓ Dogs may **not be left unattended in common areas or rooms**, regardless of how they may be secured. Please note that our premises are NOT fully enclosed.
- ✓ Regardless of whether the dog is in your room or a common area the owner is responsible **for immediate clean-up and repairs of incidental damage** caused by the dog. The clean-up should be thorough enough so as to generate no additional work for our staff. We provide "poo bags", if necessary. These can be discarded into our black bin near the cottage. Note that the village is subject to dog fouling regulations of the NNDC.
- ✓ In the interest of other guests **we cannot accept dogs that are prone to yapping or barking.** If unanticipated disturbance does occur, you will be expected to remove your dog to your car, so that other guests are not disturbed.
- ✓ **Your dog is always the responsibility of yourself, the owner.** The owner is liable for any damage or upset caused by the dog. We expect that all appropriate vaccination, including flea treatment, have been regularly carried out on your dog. If veterinary standards are not met, you must mention this to us straight away.
- ✓ Dogs **are not allowed on any furniture and may not sleep in/on your bed.** If you forgot to bring appropriate blankets for the dog, please ask - we can help you.
- ✓ Please always make sure **that your dog is clean** before bringing it into the house. If necessary, please ask us for a bucket and cloths. Shampoo, hosepipe – all is available on request.
- ✓ Dogs **may not be cleaned in the showers, sinks or the baths.**
- ✓ We reserve the absolute right to terminate a stay without notice if a dog and/or its owner cause damage or inconvenience to other guests, the property or ourselves and our animals. No recompense will be given in such cases.

✓ We accept no liability for any illness or injury to your dog and reserve the absolute right to terminate a stay at Coach Cottage without notice if a dog and/or its owner cause damage or menace to the property, our neighbours, their children or their animals. No recompense will be given in such cases.

✓ Prior to departure, Pumphouse Cottage should be thoroughly cleaned by you such that no trace of your dog is evident in the Cottage or garden at the time of departure. A broom, dustpan brush, Hoover are provided in the cottage's utility room.

✓ Should you forget anything, there are pet shops in North Walsham and Cromer. Pet food and accessories may be purchased in the Southrepps Mace store, the Mundesley Hardware shop and the Overstrand Garden Centre. Thank you for your cooperation and agreement. We hope you'll have a happy stay with your dog at Pumphouse Cottage.

Thank you for your cooperation. We hope you'll have a happy and relaxing stay with your dog at our place.

I confirm my dog(s) named on the Booking Form are house-trained, wormed and free of fleas or contagious diseases and I agree to abide by the above Pet Addendum Booking Terms & Conditions.