

Coach Cottage, Southrepps, Norfolk

Booking Terms & Conditions

We hope your stay at Coach Cottage is enjoyable and relaxing. For your benefit and for that of the guests that succeed you, we ask that you read these terms & conditions before booking as a payment indicates your acceptance.

In these booking conditions, 'you' and 'your' means the person booking Coach Cottage and all in their party whether staying or just visiting. 'We', 'us', 'our' means Kathryn Moore, Manor Cottage, 8 High St., Mundesley, Norfolk NR11 8AE. 'Coach Cottage', 'the property', 'the cottage' means the house, garage, gardens, boundary walls, fixtures, fittings and contents of Coach Cottage.

The contract between you and us is for the provision of self-catering holiday cottage (as defined by the Housing Act 1988). Bookings cannot be accepted from persons under 18 years of age. Your booking is effective once a payment has been made by you and written confirmation has been sent by us to you. We reserve the right to refuse any booking without giving a reason. Your statutory rights are not affected by anything contained in these terms & conditions. Any dispute, claim etc. which may arise will be governed by English law & the courts of England & Wales.

The Cottage

Coach Cottage is a privately owned, non-smoking, non-vaping, self contained cottage on one level comprising lounge / dining room, kitchen, 3 bedrooms (a compact en-suite double; a double; one configurable as double, 2'6" twins or single), bathroom with separate shower, WC, storage garage and gardens. There is a ramp with no step to the back door and a step to other doors. Access to Coach Cottage is via a private, part shingle, un-adopted road with no street lights. The cottage enjoys a large degree of privacy, but total privacy cannot be guaranteed.

Cotton bed linen, pillows, duvets, kitchen and white bathroom towels, electricity and fire wood for the wood burner is included in the tariff. Lifestyle mobility aids, wheelchair etc. and equipment for infants are available upon request.

The maximum overnight occupancy of Coach Cottage is six (6) guests and this number must not be exceeded under any circumstances. Infants (2 years old or under) will not count as guests as far as numbers are concerned.

Our wish is that guests with limited mobility and part time wheelchair users may enjoy the cottage. You are strongly recommended to read our Accessibility Statement prior to booking to verify that the cottage suits your particular needs. If you have any special requests, please ask when you make your booking. We will endeavour to meet reasonable requests. If we fail to meet any special request, it will not mean we have broken your contract.

We pride ourselves on the quality and standard we achieve. In the event that something is not exactly as expected or is missing then please let us know and we will try and resolve it. Should you have cause to complain please let us know as soon as possible. We will do our utmost to resolve the problem.

We cannot be held responsible for any 3rd party breakdowns, malfunctions or cuts of utility services such as electricity, water supplies, sewage disposal although every attempt will be made to remedy a problem where possible should it occur. In the case of television and telecommunications (mobile reception, Wi-Fi/broadband, telephone etc.) we cannot be held responsible for failure of these services to Coach Cottage. We expect these services to be operating as normal for all guests' enjoyment but these can be subject to interruptions in rural areas. Every line of enquiry will be made with the provider in an effort to resume service but no refund or relocation will be considered for interruptions to telecommunications or television.

The reservation extends from 4pm on the day of arrival. During off peak times entry may be available earlier – we will advise. Departure time is by 10am on the day of departure unless otherwise agreed.

To ensure prompt and efficient entry to Coach Cottage when you arrive, **you are requested to call us 30 minutes prior to your arrival at Coach Cottage**. Failure to do this may result in a longer delay for access.

Payment

For a booking made **more than eight (8) weeks prior to arrival**, a booking deposit of one third of the total rental is payable to secure the booking. The outstanding balance is due eight (8) weeks before the holiday start.

For a booking made **less than eight (8) weeks before arrival**, the full rent is payable to secure the booking.

A damage security deposit of £100 is payable prior or at the time of arrival. This will be returned in full within 10 days of the end of your holiday unless Coach Cottage is not left in a good state, beyond reasonable wear & tear.

The payment schedule and cancellation refund policy for bookings through agency web sites may differ slightly to that stated herein; please refer to the relevant web site.

Your Obligations

You are responsible for the insurance of your personal property; please ensure that you are adequately insured.

Only the number of people or dogs declared at the time of booking may stay, unless later agreed in writing with us.

Coach Cottage is well equipped but you will need to bring your own beach towels, baby bibs, water thermometer and travel cot bed linen / blankets. In winter, a torch is advised due to very limited street lighting in Southrepps and North Norfolk in general. It is, however, great for star gazing!

You are given keys for the Cottage; it is your responsibility to keep the cottage safe and secure. Upon departure the cottage must be left in the clean and tidy condition, locked and the keys returned as directed or into the key safe.

Smoking & vaping is **not allowed** inside the Cottage. If you smoke outside you must dispose of butts safely.

You are responsible for ensuring appropriate use of the internet and that the BBQ / wood burning stove is used in a safe manner and left in a safe condition when retiring for the night or leaving the property unoccupied.

Only bodily functions and toilet paper may be put down the toilets. Wet wipes and sanitary products, condoms, cotton buds, etc. **must not** be flushed away. The en-suite has a macerator toilet with a water pump, serving the en-suite shower and basin, and will block easily. Repair to damage is likely to be inconvenient and expensive.

Any damage and breakages arising must be notified to us immediately. Any serious damage, loss or breakage will be charged at the cost of replacement. Where the cost of cleaning, repair, loss is more than the £100 security deposit, we can ask for additional payment from you to cover the extra cost. A copy of the quotes / receipts is provided.

North Norfolk is very dog friendly & well behaved, house-trained dogs are welcome with prior agreement. Their stay is on the strict understanding that they are treated for fleas and worms, that you are responsible for their behaviour, that they must be kept under control at all times and that Coach Cottage is not damaged, left in a soiled state and all dog faeces are removed from the garden or private road. You will not leave your dog unsupervised for more than 2 hours (except by prior agreement) and only if your dog will not cause damage or annoyance to neighbours (e.g. incessant yapping).

It is your responsibility to bring any dog toys, beds, towels or protective blankets to keep the flooring and furniture in a good state. We accept no liability for any illness or injury to your dog during your stay.

Parking

There is parking for 2 family cars on the forecourt with gates shut. Parking for a single car may be available in the communal parking area (about 50m away). Alternatively there is parking on the public road near the church. Bicycles / buggies may be securely stored in the garage (not available to cars). All vehicles are parked at own risk.

We regret motorhomes & large campervans may **not** be parked on the forecourt or in the communal parking area or in the private lane. They may be parked at Southrepps Village Hall car park, 5 mins walk away.

Cancellation

Your deposit is nonrefundable although you may transfer towards another booking. Should you cancel your holiday within eight (8) weeks of your holiday commencing, and we are unable to let the cottage, then the full balance is nonrefundable. **You are advised to arrange holiday insurance.**

In the event of the cottage becoming unavailable (e.g. fire, water damage, vandalism, force majeure etc.) we will refund all monies paid or a proportion in the case of curtailment. We will not accept consequential damages. Our liability is limited to a full refund of monies paid including the booking deposit. You will then have no further claim against us. We will endeavor to assist you in finding alternative accommodation, but a vacant or "like for like" cottage may not be available.

Right of Entry

Should we need to go into Coach Cottage we will, where possible, arrange with you in advance but we reserve the right to enter the cottage at reasonable times to check and carry out essential maintenance.

Breach of Contract

If there shall be a breach of any of these conditions by you, or any activity is undertaken which is illegal, anti-social behaviour or may cause unreasonable damage we reserve the right to enter the property and terminate the tenancy without prejudice to our other rights and remedies.

Privacy Statement

This statement explains how and when we collect information about you, how we use this information and when and who it may be shared with. It also explains how you can request information held about you.

Any questions relating to this statement, our privacy practices, or a request for your personal information should be addressed to us and sent to the following email coachcottagenorfolk@gmail.com, or posted to Coach Cottage Data Controller, Manor Cottage, 8 High St., Mundesley, Norfolk NR11 8AE or call 07710046869.

What information do we collect?

Personal Information supplied by you on an enquiry or booking form, which may include your name, address, email address and phone number(s), passport details if you are not a UK resident, and other information specific to your booking including the number and age range of your party, whether you are bringing pets, your payment arrangement details and special requirements such as those relating to any requested mobility or medical equipment. We use 3rd parties to manage on-line bookings (InnStyle) and take credit card payments (Stripe). We do not collect any information about you that is financially sensitive. Card payments or refunds are processed online via a secure link between you and the secure 3rd party payment gateway (Stripe). We do not take card payments directly over the phone or in person. We may have a paper record of your bank details to refund a deposit by bank transfer.

We collect information about you to:

- Communicate throughout the process of booking and managing your stay at Coach Cottage.
- Carry out our obligations arising from any contracts entered into by you and us
- Seek your views or comments on your stay at Coach Cottage

Who do we share your information with?

We will only pass on limited personal details (typically name, telephone details, number / age of children and any requested mobility or medical equipment) to key holder individuals involved in our preparatory and meet / greet functions. We keep your information securely and do not share it with third parties unless permitted by law.

How do we treat your information?

Copies of emails and letters are stored on our own password and firewall protected computer. All details you give to us at any time will be kept for the period of your booking, holiday and such reasonable period thereafter. If you have concerns you can ask to see the information we hold about you and request its deletion / modification or in case of a complaint you may contact the Information Commissioner's Office at www.ico.org.uk.