



# TERMS AND CONDITIONS

Rocket House, Beach Road, Sea Palling, Norfolk, NR12 0AL

[norfolkbeachcottage@outlook.com](mailto:norfolkbeachcottage@outlook.com)

07388 440827

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In these terms and conditions "You" or "Your" means the lead booker (the person named in the confirmation). "We" or "Us" means the Rocket House - Norfolk Beach Cottage, Beach Road, Sea Palling, Norfolk, NR12 0AL.

Please read these Terms and Conditions carefully before making your booking, when you make a reservation you are entering into a legally binding contract.

Any alteration of these Terms & Conditions must be agreed in advanced and confirmed in writing, we maintain the right to refuse any changes. For the purpose of this contract, written communication includes e-mail.

## 1. YOUR BOOKING

1.1 Your contract with us will begin when we issue you with your confirmation and will be on the terms set out in these Terms and Conditions.

1.2 We may offer you the option of provisionally holding a booking if you contact us by telephone or email. We will let you know how long we are able to provisionally hold your booking for when you contact us– if you do not confirm your booking by that time, the accommodation will be released for general sale.

1.3 All bookings are formally confirmed when we issue you with your booking confirmation. Your confirmation will detail the accommodation you have booked, the dates of your booking, the total amount payable for your booking and the dates on which payments are due. We will issue you with your confirmation by email or, if requested, by post.

1.4 You, as the person making the booking, will be responsible for all members of your party. You, as the person in charge of your party, must be at least 18 years old at the time of booking.

1.5 We strongly recommend that all guests take out personal holiday cancellation insurance that covers the UK as soon as you have made your booking to cover any unexpected changes to your personal circumstances or if severe weather stops you from travelling. Please familiarise yourself with the cancellation policy.

1.6 We reserve the right to accept or decline bookings entirely at our discretion

## 2. PAYING FOR YOUR ACCOMMODATION

2.1 For bookings made more than 8 weeks (56 days) in advance you must pay us a £100 non refundable deposit at the time of booking. We must then receive the full balance by the date set out in your confirmation, 8 weeks (56 days) before the start of your stay.

2.2 For bookings made less than 8 weeks (56 days) in advance you must pay us the total amount payable for your booking at the time of booking.

2.3 If you do not make any payment by the date it is due, we will remind you by e-mail. If you fail to make the payment we will assume that you wish to cancel your booking. If this happens, your booking will immediately be cancelled and the cancellation charges set out in Section 4 ("If you want to cancel your booking") will apply.

2.4 Promotional offers will only be applied if they are valid and quoted at the time of booking. Promotional offers can't be combined or used retrospectively to apply to existing bookings. In addition, we reserve the right to change or withdraw a promotional offer at any time. Where we are unable to provide you with a discount or offer on your booking due to this offer having been withdrawn or amended prior to your booking being confirmed, we will e-mail you to notify you the offer is no longer available and cancel your booking.

## 3. PRICING FOR OUR ACCOMMODATION

3.1 We regularly review and amend the prices we charge for our accommodation. For the most up to date pricing please check our website or call 07388440827. We will confirm the price of your accommodation at the time you make your booking and in your confirmation.

3.2 Fair usage of water and electric is included in your booking. We reserve the right to charge for excessive water and electricity use. Car charging, as per these Terms & Conditions is not allowed at any time.

3.3 There is no VAT payable on the rental charge of the property. Third party booking agents may charge VAT on their services/fees.

#### 4. IF YOU WANT TO CANCEL YOUR BOOKING

4.1 Your contract with us is a contract for the provision of leisure accommodation on a specific date or dates and this means that you do not have a statutory right to change your mind and cancel the contract. We do, however, offer you the right to cancel your contract subject to the provisions of Section 4 of this contract.

4.2 If you wish to cancel a confirmed booking you must let us know in writing as soon as possible [norfolkbeachcottage@outlook.com](mailto:norfolkbeachcottage@outlook.com). Your booking will be cancelled with effect from the day we receive your written notification and will be subject to the cancellation charges below.

4.3 Please note, we reserve the right to request documentation to support your cancellation claim in these circumstances.

4.4 Our cancellation charges are calculated according to the time between when we receive your cancellation notification and the start of your booking. The total charge means the total amount payable in relation to your booking, as set out in your confirmation.

Number of days prior to booking start date	Cancellation Charge
57 days or more	£100 (non refundable deposit)
29 – 56 days	50% of total booking charge
14 – 29 days	75% of the total booking charge
13 days or less	100% of the total booking charge

4.5 If, after cancellation, we obtain a replacement booking, we will refund the resold nights less the difference in price (if applicable) and an administration fee of £25 and retain the applicable cancellation fee on any unsold nights. Please note we retain the right discount the dates at our discretion.

4.6 If you terminate your booking after the booking start date, we will not issue you any refund for the remaining nights of your booking. To clarify this includes when you cancel your booking for any reason outside of your reasonable control, including without limitation, inclement weather and illness. We strongly recommend you take out comprehensive holiday insurance to compensate you in these circumstances.

#### 5. IF YOU WANT TO CHANGE YOUR BOOKING

5.1 If you want to change any detail of your confirmed booking you must let us know by telephone or e-mail as soon as possible.

5.2 Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes.

5.3 If we do change your booking, you must pay us an administration fee of £25 to cover the costs we incur in making the change to your booking. You must also pay us any additional rental costs due as a result of the change. We will confirm the amount of any additional rental costs due at the time we change your booking. There will be no refunds for date changes that are at a lower price, at our discretion we may provide a credit note.

#### 6. IF WE NEED TO CHANGE OR CANCEL YOUR BOOKING

6.1 We do not expect to have to make changes to your booking, however sometimes problems happen and bookings have to be changed or cancelled. We will only change or cancel your booking:

6.1.1 If necessary to perform or complete essential remedial or refurbishment works; or

6.1.2 for other reasons unforeseen at the time you made your booking which are beyond our reasonable control.

6.1.3 If we need to sell or change the use of Rocket House we reserve the right to cancel your booking and refund you in full without penalty or compensation. We do not expect to make changes, in this situation we would provide a minimum of 3 months notice in writing.

6.2 If we do need to change or cancel your booking we will refund you the total amount you have paid us for the booking including your non-refundable deposit.

6.3 If we do need to change or cancel your booking we will not be responsible for any losses you suffer as a result of that change or cancellation.

## **7. VISITOR STANDARDS AND BEHAVIOUR**

7.1 You will be provided with a welcome pack at your accommodation that contains important information about your stay with us. Please ensure that you and your party read the welcome pack carefully on arrival. You must also ensure that you and your party familiarise yourselves with the layout of the accommodation and the location of the fire exits.

7.2 You must only use the accommodation for the purposes of your holiday. You must not use the accommodation for any other purpose, including for any business purposes, without our prior written consent.

7.3 You must keep the accommodation and its contents clean and tidy and leave them in the same condition as when you arrived. You must not move any furniture.

7.4 You must not use the accommodation, or allow it to be used, for any dangerous, offensive, noisy, illegal or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.

7.5 Smoking is not permitted in any part of the accommodation. Please note smoking includes the use of vapours and or e-cigarettes. You and your party must not smoke inside the accommodation. You and your party must not use fireworks, Chinese lanterns or a firepit at the accommodation.

7.7 three well behaved dogs are welcomed, no additional fees apply. We may, at our discretion, arrange for more than three dogs for a small additional cleaning fee. You must tell us at the time of booking if you wish to bring a dog/s. No dogs are allowed on the beds or bedding. No dogs to be left unsupervised in the cottage unless you are confident it will do no damage and not distress the animal. Owners are requested to clean up after their dog at the cottage and in the surrounding village/beach.

7.8 You must not charge an electric vehicle from the Accommodation.

7.9 The towels provided at the cottage are not to be taken to or used at the beach, you must bring your own beach towels.

7.10 Please note that if you do not comply with the standards and behaviours set out in this Section 7 we may need to exercise our rights under Section 12 ("Our right to evict").

7.11 You must not have parties or host events at the Accommodation.

7.12 You are requested to take all belongings with you at the end of your stay. We cannot guarantee the return of any lost property. If the items are returned, they will be subject to an administration fee of £25 plus postage and packing costs. Perishables will be disposed of immediately and are therefore unreturnable.

## **8. MAXIMUM OCCUPANCY FOR YOUR ACCOMMODATION**

8.1 You must ensure that the maximum number of persons occupying the accommodation does not exceed the maximum occupancy limits set in the booking confirmation. You must not bring additional camp beds, mattresses, air beds to the accommodation or allow tents, caravans or campervans at the accommodation.

8.2 We set maximum occupancy limit in line with the facilities, space and equipment and in order to comply with applicable health & Safety, regulatory and insurance requirements. As such, we reserve the right to require you to leave the premises (without any compensation) if you exceed the maximum occupancy limits described in Section 8.

## 9. DAMAGE TO THE ACCOMMODATION OR ITS CONTENTS

9.1 Bookings of the Rocket House –Norfolk Beach Cottage require a damage deposit of £100 payable with your booking balance 8 weeks prior to your stay.

If you discover that anything is missing or damaged on arrival at your accommodation you must notify us immediately on [norfolkbeachcottage@outlook.com](mailto:norfolkbeachcottage@outlook.com) or 07388 440827. If you do not notify us we will assume that you caused the relevant damage or loss.

9.2 You will be responsible for 100% of the cost of any damage to the Accommodation or its contents caused by you, any member of your party or animal you brought with you. We recommend that you have comprehensive insurance in place to cover this.

9.4 The damage deposit is fully refundable within 7 days of your departure, providing the property is left clean and tidy, that there have been no breakages, extra cleaning required or any extra people found to be staying at the property.

## 10. IF YOU HAVE A PROBLEM OR COMPLAINT

10.1 We take care to ensure that our accommodation is of a high standard. However, if you have any problems with your accommodation, please contact us immediately and give us the opportunity to resolve it. Please contact us by telephone on 07388 440827 or by e-mail at [norfolkbeachcottage@outlook.com](mailto:norfolkbeachcottage@outlook.com). We will work with you to ensure that any complaints are investigated and resolved as promptly and efficiently as possible.

10.2 If you have an unresolved complaint at the end of your stay please write to [Norfolkbeachcottage@outlook.com](mailto:Norfolkbeachcottage@outlook.com). In considering any complaint we will take into account whether we have been given the opportunity to investigate it and put matters right.

10.3 In considering any complaint we will take into account whether we have been given the opportunity to investigate it and put matters right as detailed in Section 10.1

## 11. OUR RIGHTS OF ACCESS

11.1 We, or our contractors may need to access your Accommodation if there is an unforeseen problem, to investigate a complaint you have made, or to perform certain routine property checks. If this happens, we will do our best to let you know in advance of the date and time that we will need access.

11.2 If we do need to access your accommodation for any reason we will always try to access the property at reasonably convenient times (other than in the event of an emergency).

## 12. OUR RIGHT TO EVICT

We may terminate our contract with you and ask you to leave your accommodation immediately (without any compensation being payable) if:

- (a) we consider that you or your party have committed a serious breach of these Terms and Conditions;
- (b) we consider that you or your party's behaviour endangers the safety of our contractors;
- (c) any complaints are made of anti-social or unacceptable behaviour against you or your party;
- (d) you or your party cause an unreasonable amount of damage to the property or its contents; or
- (e) you exceed the maximum occupancy limit for your accommodation.

### 13. EVENTS BEYOND OUR CONTROL

13.1 We will not be responsible for any failure to perform our obligations under these Terms and Conditions that is caused by an event outside our control.

13.2 An event outside our control means any act or event that is beyond our reasonable control, including without limitation fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

13.3 Internet access is offered on the basis that it is provided for recreational use only. There is no guarantee of minimum speed, bandwidth not uninterrupted provision of service. We will not be liable for any form of compensation or expenses claimed by you in respect of the provision or quality of internet connectivity. Please report any issues as per section 10.1.

### 14. SOME PRACTICAL INFORMATION FOR YOUR STAY

14.1 Your check-in and departure times will be set out in your confirmation. Normally, check-in is available from 4pm – 7pm on the first day of your stay and departure is required before 10am on the last day of your stay. If you do not leave the accommodation by the required departure time we reserve the right to charge you a late checkout fee.

14.2 If you leave any of your possessions behind at your accommodation, please contact us as soon as possible. We reserve the right to charge you for any storage and postage & packing costs that we incur in relation to your lost property.

14.3 Cars parked at the Accommodation are done so at the car owners risk

### 15. DATA PROTECTION

15.1 We will process your personal data provided as part of this activity in order to communicate with you about your booking and, from time to time, request feedback which will enable us to improve your future experience.

For more information about how we are processing your personal data, please see our Privacy Policy on our website.

15.2 If you wish to change the way we communicate with you at any time, you can e-mail [norfolkbeachcottage@outlook.com](mailto:norfolkbeachcottage@outlook.com) or telephone 07388440827.

15.3 In line with Immigration (Hotel Records) Order 1972, we reserve the right to capture details of non UK nationals which can be passed on to the UK Border Agency upon request. It is your responsibility to ensure you and your guests have the relevant travel documents required for the country you are visiting and the duration of your stay.

### 16. GOVERNING LAW

These terms and conditions are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts.