

ROCKET HOUSE

Norfolk Beach Cottage

Beach Road, Sea Palling, Norfolk, NR12 0AL

E norfolkbeachcottage@outlook.com

T 07388 440827

TERMS & CONDITIONS

In these terms and conditions "You" or "Your" means the person named in the confirmation invoice. "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. If you booked via by a third party i.e. Holidaylettings.co.uk their Terms & Conditions apply as confirmed at your time of booking.

1. Your booking

1.1 Your contract with us will begin when we issue you with your confirmation invoice. Your contract with us 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 confirmation invoice. Your confirmation invoice will set out 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 invoice 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 recommend that all guests take out personal holiday cancellation insurance.

2. Paying for your accommodation

2.1 For bookings made more than 8 weeks (56 days) in advance you must pay us 30% of the total amount payable for your booking at the time of booking. We must then receive the full balance by the date set out in your confirmation invoice, 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 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 4.2 ("If you want to cancel your booking") will apply.

3. Pricing for our accommodation

3.1 We periodically review and amend the prices we charge for our accommodation. We will confirm the price of your accommodation at the time you make your booking and in your confirmation invoice.

3.2 All prices include all charges for water and electricity.

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 benefit from a "cooling off" period. In line with our third party agent, Holidaylettings.co.uk, we provide a 24 hour cancellation policy for bookings made 60+ days in advance, we extend this to direct bookings.

4.2 If you wish to cancel a confirmed booking you must let us know by email or in writing as soon as possible. Your booking will be cancelled with effect from the day we receive your email or written notification.

4.3 The closer your cancellation is to the start of your booking, the less likely we are to recover the cost of your booking by re-selling your accommodation. Our cancellation charges therefore increase as your start date approaches. For the purposes of the table below, the total cost means the total amount payable in relation to your booking, as set out in your confirmation invoice.

No. of days prior to holiday start date cancellation charge

If you have paid the full balance on time:

More than 8 weeks (57 days+) – cancellation charge of 30% of the total cost

More than 4 weeks (56 to 29 days) – cancellation of 50% of the total cost

28 days or less prior to holiday start date or at any point after holiday start date - 100% of the total cost

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, by email or in writing 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. Please note that it is not normally possible for us to change bookings less than two months before the start date.

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.

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 if necessary to perform or complete essential remedial or refurbishment works or for other reasons unforeseen at the time you made your booking which are beyond our reasonable control.

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.

6.3 If we do need to change or cancel your booking under this 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.

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 your accommodation. You and your party must not smoke inside your accommodation. You and your party must not use fireworks or Chinese lanterns at your accommodation.

7.7 Up to two (small/medium) well behaved dog are permitted, an additional cost of £15 per dog per week applies. You must tell us at the time of booking if you wish to bring a dog/s. No dogs allowed upstairs or on any furniture. No dogs to be left unsupervised in the cottage and owners are requested to clean up after their dog at the cottage and in the surrounding village/beach.

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

7.9 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").

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 to the accommodation or allow tents, caravans or campervans at the accommodation.

8.2 We set maximum occupancy limits in line with the facilities, equipment and our insurance. As such, we reserve the right to require you to leave the premises (without any compensation) if you exceed the maximum occupancy limits as described in this 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 £200.00. You will be required to make this payment by either cash, cheque or bank transfer before your arrival at your accommodation.

If you discover that anything is missing or damaged on arrival at your accommodation you must notify us immediately on 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 you or your party cause to the property or its contents

9.3 Any loss or damage caused by your failure to meet the requirements set out in these Terms and Conditions or in your welcome pack, will be considered non-accidental damage.

9.4 The damage deposit is fully refundable within 2 weeks 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. 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. In considering any complaint we will take into account whether we have been given the opportunity to investigate it and put matters right.

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 your stay with us lasts more than 7 days we will provide a service clean. Our staff or contractors will need to access the accommodation in order to perform any service clean. You may opt out of this if you prefer your stay not to be interrupted.

11.3 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 your or your party's behaviour endangers our safety or 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, 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.

14. Some practical information for your stay

14.1 Your check-in and departure times will be set out in your confirmation invoice. 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 to cover any costs we incur.

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 delivery costs that we incur in relation to your lost property. We will hold all lost property for 1 month, after which it will be disposed of.

15. Data Protection

15.1 We may communicate with you from time to time about our cottages and late offers. If you prefer not to receive marketing communications from us please indicate at the time of booking. We will never share your information with third parties unless required of us by law e.g. Police.

15.2 If you wish to alter the way we communicate to you at any time you can send an e-mail to norfolkbeachcottage@outlook.com

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.