

# The Apple House Bacton.

## Terms and Conditions

Kirsten Barr

The Grange, Pollard street

Bacton, Norwich NR12 0LF

*We try to be as informal and user friendly as possible so please forgive a little formality when we spell out these conditions which are our terms for letting.*

1. The person making the booking accepts these conditions on behalf of the members of the party and is responsible for all payments due and for compliance with the terms and conditions set out below.
2. The property is hired on the basis that it is to be occupied as a holiday for the period agreed and when making the booking you acknowledge that these terms and conditions do not confer any security of tenure. Only guests whose details have been given to us prior to the letting may stay in the Apple House (unless we have agreed to any change).
3. Rentals are generally for a minimum period of one week Friday to Friday (unless by special arrangement or during off-season period or for a mini break).
4. Check-in is from 4pm on the day of arrival and checkout by 10am on the day of your departure (we need several hours to make the Apple House ready for our next guests). We do ask guests to help us by leaving the Apple House clean and tidy and by stripping beds on departure (except beds that have not been used).
5. Payment: 20% deposit on booking (unless otherwise agreed), with the balance is due 4 weeks prior to your arrival (by cheque, PayPal or bank transfer). We will supply bank details on request.
6. Cancellation: the deposit is non-refundable (unless we have to cancel). Provided we receive notice of cancellation at least 4 clear weeks prior to the start of your intended stay we will not insist on any further payment or penalty.
7. If you cancel within 4 weeks of the start of the booking we reserve the right to charge the full price. However, we will actively attempt to re-let the Apple House and, if we succeed, we will charge only the difference between the agreed rent and the rent we are able to obtain plus expenses (if any)
8. We reserve the right to cancel the letting if we are prevented from letting it to you by circumstances beyond our control (such as damage to the property, serious illness or bereavement in the family or other similar circumstances). Three members of our family have serious health issues and family illness is an ever present threat to

us. If we do have to cancel in these circumstances we will refund all monies paid for the booking but we will not be liable for further payment to you.

9. It is your responsibility to ensure that you and the members of your party do not behave in a way which causes offence or danger to others or which risks causing damage to the Apple House or other property.
10. The property furniture, fixtures, fittings and effects must be kept in the same state of repair as they were at the start of your stay. Please report any damage or breakages to us. We reserve the right to claim for breakages (though we generally don't for small items such as crockery or glasses).
11. We cannot be liable for damage to or loss of your property unless the loss is caused by our negligence.
12. Guests are strongly urged to take out holiday insurance to cover the above risks.
13. Smoking is strictly forbidden in or near the Apple House
14. No pets are allowed.
15. Because it is a thatched property (as is our house) the following are **not** permitted within 100 metres of the Apple House: open fires and fireworks. Chinese lanterns are absolutely forbidden because there is no way of controlling their flight and they are a real danger to thatched properties.
16. We reserve the right to terminate the booking without compensation if:-
  - a. More people than declared at the time of booking or before the start of the holiday (or more than the number the property holds), attempt to take up occupation without our permission.
  - b. Overnight guests are entertained without our express permission.
  - c. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
  - d. Any guest smokes in the Apple House.
17. We shall have the right of access to the property (for inspection, maintenance and other purposes) at any reasonable time during your stay
18. We reserve the right to change these booking terms at any time.

April 2018.