

# Cottages in Winterton

## Booking Terms & Conditions

*Applicable to Lazy Days Cottage and Moonfleet House. Governing law: England & Wales*

### 1. Contract

A booking creates a contract between **Cottages in Winterton** (“we/us”) and the **lead guest** (“you”). By booking, you confirm that:

- You are over 18.
- You accept these terms on behalf of your entire party.
- You will not sublet, re-let, or transfer the booking. We may refuse a booking at our discretion.

### 2. Booking, Payments & Cancellation

- A £200 deposit is required to secure the booking.
- The balance is due 30 days before arrival.
- If the arrival date is within 30 days, the full amount is payable at booking.
- No contract exists until we issue written confirmation.

#### Cancellation by You

Refunds are based on the number of days before arrival that you notify us in writing to [info@cottagesinwinterton.co.uk](mailto:info@cottagesinwinterton.co.uk)

<b>Notice before arrival</b>	<b>Refund</b>
30+ days	100% of deposit returned
29–15 days	Deposit retained
14–8 days	Deposit + 50% of balance retained
7–2 days	Deposit + 75% of balance retained
1 day or no-show	Deposit + 100% of balance retained

We strongly recommend travel insurance.

#### Cancellation by Us

If we must cancel before your arrival due to events beyond our control (e.g., fire, flood, essential repairs, lack of power or water, etc), you will receive a full refund of monies already paid. If your stay is cut short for those reasons, we will refund the unused nights pro-rata. No further compensation is payable and we cannot relocate your accommodation.

### 3. Stay Details

- Check-in: from 4pm, check-out: by 10am
- Maximum stay: 4 weeks
- Mid-stay housekeeping possible for bookings of 2+ weeks (agreed in advance).
- The properties are self-catering, we do not provide any food or beverages apart from a starter pack.

## 4. Guest Responsibilities

You agree to:

- Keep the property clean, tidy, and secure.
- Report damage or issues promptly.
- Pay for any damage, missing items, or excessive cleaning within 7 days of notification.
- Allow reasonable access for maintenance or inspection by us or by our approved 3<sup>rd</sup> party.
- Not exceed the agreed occupancy – our insurance and Fire Risk Assessment (FRA) is based on a maximum occupancy of 8 people over the age of 2 plus 2 infants (infant is < 2years old).
- Respect neighbours and keep noise to a reasonable level especially the quiet time of before 7am and after 11pm.
- Return keys to the lockbox on departure (lost keys will incur locksmith charges).
- Not move furniture outside or between rooms.

Smoking is not permitted indoors.

## 5. Liability

We are not liable for accidents, injuries, or illness occurring on the premises unless caused by our negligence. Nothing in these terms limits liability for death or personal injury caused by negligence.

## 6. Personal Belongings

We are not responsible for loss or damage to your belongings. Left items will be kept for 14 days; postage costs must be paid before return and food items are disposed of at changeover.

## 7. Complaints

Please report any issues as soon as is reasonably possible, and:

- Within 2 hours of arrival for cleanliness or description concerns.
- Within 24 hours for all other issues. We must be given the opportunity to investigate and resolve matters during your stay.

## 8. Parking

Each property has one private parking space available only from your check-in time and up to check-out time. At Moonfleet House, please leave space for neighbours' bin and house access at either side of the car park.

## **9. Housekeeping & Laundry**

- No daily housekeeping.
- Towels and linens must remain inside the property and not be used for the beach, hair dye or for dogs.
- Toilet roll and bin bags are provided simply as a starter pack for your convenience.

## **10. Rubbish & Recycling**

Please use the correct bins provided and do not mix general waste with recycling.

## **11. Log Burner**

- Do not burn rubbish or inappropriate materials – seasoned logs only.
- Use the fire guard provided for your safety.
- Clear out ash before departure (do not place hot ash in plastic bins).

## **12. BBQ**

If used, please clean the BBQ before departure.

## **13. Appliances**

Breakdowns can occur; we will repair or replace items as soon as is reasonably possible, once we are notified.

## **14. Children**

You are responsible for supervising children at all times. Baby equipment is provided on request; you must check its set up and suitability before use. Children must not climb on walls, fences, gates, or the oil tank.

## **15. Pets**

Where permitted, you agree to:

- Clean up after pets.
- Keep pets off ALL furniture and beds.
- Prevent damage and excessive noise.
- Not leave pets unattended for long periods. You are responsible for any pet-related damage or excessive shedding.

## **16. Accessibility, Allergies & Health**

Moonfleet House is a period property with steep stairs. Please contact us before booking if you have mobility concerns. We provide a mixture of synthetic and feather pillows. We cannot accept responsibility if a property proves unsuitable after booking. Both properties have induction stoves, please be aware if you have a pacemaker fitted.

## **17. Character Features**

Period properties may show signs of age (e.g., occasional damp). Please familiarise yourself with the layout for safety.

## **18. WiFi & Mobile Reception**

WiFi is provided for leisure use only and may be intermittent. We are not responsible for outages beyond our control. Mobile coverage in Norfolk varies by provider.

## **19. Insurance**

You are strongly advised to obtain travel insurance covering cancellation, illness, and unforeseen events.

## **20. Electric Vehicle Charging**

- EV chargers are available on a pay-as-you-go basis and the service is not guaranteed.
- Guests must use their own Type 2 cable.
- Use is at your own risk unless.
- You are liable for damage caused to the charger.
- Domestic sockets must not be used for EV charging.

## **21. Illness**

If you cannot travel due to illness, our cancellation policy applies. We will support insurance claims with required documentation.

## **22. Power Cuts**

Power cuts beyond our control are treated as force majeure. No refunds or compensation are offered unless your booking is terminated early as per our cancellation policy.

## **23. Third-Party Suppliers**

Any external suppliers (e.g., chefs, beauty therapists) must be approved in advance. We accept no liability for their services.