



SHARRINGTON HALL

CARTSHED COTTAGES

TERMS & CONDITIONS

Thank you for your interest in renting one of our cottages. Of course we must have some T&Cs, so here they are, with apologies for any legal-speak; please read before you book and please do not ask us to deviate from these terms. We advise all guests to take out holiday insurance and if necessary will provide any information required for your insurance provider.

- 1. We require a booking deposit of 50% of the cost of rental in order to secure a booking. A booking is not guaranteed until this booking deposit is received into our account, and a completed Booking Form is received. We can receive payment by bank transfer (BACS) or by cheque, though BACS is most efficient and will guarantee your booking more quickly (cheques take 10 days).*
- 2. The remaining 50% of cost of rental is due 8 weeks prior to booking arrival date, that is: received into our account. If booking is made less than 8 weeks before arrival date, the full amount is due at the time of booking.*
- 3. A damages deposit of £200 is due 1-2 weeks before arrival date, and will be returned within a week of departure date.*
- 4. In case of cancellation you must inform us in writing and the following charges apply: before 8 weeks prior to arrival – all of the 50% booking deposit; less than 8 weeks prior to arrival – 100% of rental. Any damages deposit paid will be returned. We will provide any information required for your travel insurance provider.*
- 5. In case of amendment of booking date, you must inform us in writing and the following charges apply: before 8 weeks prior to arrival – £100; 8-4 weeks prior to arrival – 50% of rental; less than 4 weeks prior to arrival – 100% of rental. Any difference in rental cost after charges will be refunded/due at time of amendment.*
- 6. In case of travel restricted at a national level by government guidelines on Covid-19, or national lockdown, or if self-catering accommodation is not allowed to receive guests, we will postpone your booking without charge. We do not offer a refund in this instance, whole or partial.*

Terms for this postponement without charge are: subject to availability; to be completed within 15 months of original arrival date; to be booked within 3 months of original arrival date; excludes bank holidays, Easter, August, half-terms, Christmas and New Year unless part of the original booking; subject to our standard T&C's for normal bookings, except: no refund due in case of cancellation or further amendment of new booking date; extra rental charge due if rate is more than original booking, payable at time amendment is agreed; no refunds, whole or partial; cannot be transferred to another person, friend or family; cannot be exchanged for a refund.

These postponement without charge terms do not apply to changes to or introduction of any other government guidelines or rules, such as (but not limited to) those concerning: social distancing, household mixing, international lockdowns (local tier restriction system: see T&C's pt 7), adjustments to easing of lockdown, age-/vulnerability-restricted travel, international travel restrictions, post-travel quarantine requirements, contact-tracing self-isolation requirements, etc; all such Covid-related cancellations remain as per T&C's pt 4.

- 7. Local tier restriction system or any equivalent localized iteration thereof (inc Scot/Wales/NI in their entirety): if you are prevented from travelling because the area or locality (in any form) in which you or anyone in your party live, is in, or remains in, or moves into a tier (or equivalent) with restrictions on non-essential/holiday/overnight travel, and North Norfolk is in a tier (or equivalent) where we are allowed to receive guests, then the following cancellation charges apply: before the day 8 weeks prior to arrival: 30% of rental; 8-4 weeks prior to arrival: 50% of rental; 4-2 weeks prior to arrival: 70% of rental; less than 2 weeks prior to arrival: 100% of rental.*

Timing for level of charges is based on the time you advise us in writing that you are cancelling your booking; a 'week' starts/finishes at 5pm on Friday/Monday; any decision to re-book or postpone does not affect/reduce these charges; any re-selling of your dates does not affect/reduce these charges; charges apply regardless of when tier (or equivalent) is announced or introduced; any damages deposit paid will be returned. If we are not allowed to receive guests, or for all other Covid-related cancellations, see T&C's pt 6.

These charges will be strictly enforced and are not negotiable. We recognize that local restrictions can be disruptive and as a small independent this is the most flexibility we can offer, so please do not ask us to deviate from these charges, or any other parts of our T&C's.

- 8. You commit to fulfilling your booking only if: no one in your party has symptoms of coronavirus at the time of booking or arrival, or has been in contact with anyone who has developed symptoms in the three weeks before arrival, or has or will have traveled to a country of non-essential travel in the 1 month prior to arrival; no one is self-isolating or quarantining or shielding or similar or visiting in order to do so; if any guest decides they need to self-isolate or quarantine or shield or similar during your stay all guests will return home immediately to do so; all guests will act responsibly during your stay e.g. thorough hand-washing, social distancing at all times, mask-wearing, etc. If you cannot visit or have to depart early because these conditions cannot all be met throughout your stay, or for reasons of illness, including Covid-19 symptoms and/or self-isolating and/or quarantining and/or shielding and/or similar, then normal cancellation terms apply – see T&C's pt 4. We will provide any information required for your travel insurance provider.*



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9. *The period of hire is from 4pm on the day of arrival until 10am on the day of departure. During the Covid-19 pandemic the period of hire is temporarily from 5pm arrival day to 9am departure day in order to accommodate cleaning service requirements.*
10. *Well-behaved and clean dogs 1yr and above are welcome in Sky and Shell – see website for charges. Please ask re larger dogs, or dogs under 1yr old. If bringing your dog, s/he remains your complete responsibility during your stay and should never be left in the cottage unattended. Please note the garden is not fully secure. We request that owners:*
 - *Respect the condition, cleanliness and design of the property and not allow dogs upstairs or on furniture or beds at any time (there is no door/gate between kitchen and stairs). Dog pawprints or other marks on any linens, furniture etc will incur a cleaning or replacement charge.*
 - *Bring your dog's own bedding and towel, crate if applicable, carry out your dog's toileting in the lane when possible and clean up after them immediately in the garden, placing bags in the outside bin. Always use the outside tap to clean your dog after muddy walks before going indoors – under no circumstances use the bathrooms or bathmats.*
 - *Respect the presence of other guests and not allow your dog to disturb others.*
 - *We reserve the right to refuse entry or cancel the stay of groups mid-stay who do not adhere to these conditions.*
11. *The maximum number of guests is limited to 2 in Seal and Salt and 4 in Sky, Shell and Samphire. We reserve the right to refuse admittance to extra guests. We cannot accept new guests replacing starting guests during any hire period.*
12. *Any quoted couple rate is for one adult couple using one bedroom (both bathrooms can be used), with no overnight visitors. If visitors come, we require names and addresses and in this instance the full 3-4 person rate would apply for the booking.*
13. *We only accept children aged 10 years old or over. (No babies or infants.)*
14. *No liability will be accepted for injury or death to any guest or for any losses, claims, damages, costs or expenses to guests' belongings, vehicle or contents, or by or to any third party.*
15. *You have full responsibility for keeping the property secure, clean and tidy during your stay. On departure we ask you to leave the property clean and tidy and in the order in which you found it. If extra cleaning is required (in addition to our standard clean), an additional charge will be taken from the damages deposit.*
16. *The damages deposit covers any significant damage and/or breakage during your stay. This does not include wear and tear and minor breakages like a broken cup. Please inform us immediately should any damage occur as we would like to be able to rectify the problem for both you and incoming guests.
In particular, please inform us immediately should upholstery, beds or carpets become soiled as we have a specialist cleaner who can remove stains but only if swift action is taken.
Under no circumstances should you attempt to clean the carpets and upholstery yourself.
It is your responsibility to ascertain damage or breakages upon entry to the property and to inform us immediately. We reserve the right to: ascertain extent of any damage and cost of repair and/or replacement, to be taken from the damages deposit; withhold the damages deposit should this take longer than one week to complete; request further payment on demand for damages in excess of £200.*
17. *We reserve the right to cancel stays mid-stay if serious damage has occurred, or in the case of behaviour deemed inconsiderate to other guests, or if any terms of this agreement have been seriously contravened.*
18. *If for some reason out of our control, prior to your stay, eg mechanical breakdown, storm damage, flooding, etc, we cannot rent the property to you, we will endeavour to offer you an alternative cottage for the same period, or if not available, new dates. If neither option is possible, then we will refund all monies paid, without liability for any other costs or losses incurred. See T&C's pt 6/7 for changes to government guidelines relating to Covid-19.*
19. *We reserve the right to enter the cottages at any time for all reasonable purposes, but we will respect your right to privacy and an undisturbed holiday and not do so unless we deem it absolutely necessary.*
20. *We will provide one set of keys per property. Should these be lost a minimum fee of £100 will be payable to cover changes of locks and/or new keys.*
21. *Smoking and vaping are strictly prohibited inside the cottages or the wash-house.
Outdoor smoking/vaping is acceptable only if all doors and windows are closed, all smoke travels away from the cottages and other guests are not disturbed by it.
A charge of at least £250 is payable if the smell of smoke is in a cottage, or renders subsequent rentals impossible or problematic, or requires specialist cleaning. We reserve the right to prohibit smoking/vaping in the garden.*
22. *Noise levels must be kept to a reasonable level, particularly after 11pm, to respect other guests and neighbours.*
23. *We reserve the right to refuse entry or terminate stays, without refund, of groups not adhering to these terms.*
24. *These terms and conditions replace all previous terms and conditions. We reserve the right to change/withdraw these terms and conditions at any time.*
25. *Receipt of an emailed or signed booking form is deemed to be full acceptance of these terms and conditions.*