



Beach House Mundesley - Terms and Conditions of hire

Legal Jurisdiction

This agreement (and any disputes, claims or proceedings of whatsoever nature arising) shall be governed by and shall be construed in accordance with the laws of England. The hirer hereby consents to the exclusive jurisdiction of the English courts in all disputes.

1. Arrival and Departure times

Please refer to your **arrival email** from the Bookalet System for your own personal arrival and departure times. However, these are our standard arrival and departure times:

Weekend arrival is 4pm Friday to 6pm Sunday or 11am Monday.

Weekly bookings are 4pm arrival to 11am departure.

Christmas & New Year bookings are usually 12noon arrival and 12noon departure.

2. Early/Late check out

We try to be flexible in your favour where possible, especially with earlier arrival times. An earlier arrival time depends on whether we have other guests departing the day you arrive. You can request an early arrival time by email/whatsapp in advance and we can advise if it will be possible. If we are able to offer early or late check out we will confirm your arrival/departure times in the **arrivals email** which will be sent to you one week before arrival.

2.a. Please download our on-line Guidebook for further information on; how to get to the house, where to park, how to let yourselves in, when you will get the keycode, what we supply, what you need to bring with you. Please share this App with other people staying with you.

If you would like a whatsapp link to the App to share with a Whatsapp group for your visit, please whatsapp me on 07789913950 and we will forward the link that way.

<https://guide.touchstay.com/guest/blzLjszbaQ1D1>

2.b. Stag Parties

We do not allow Stag parties to be held at the house.

3. Deposit/Payment

Payment is divided into two amounts and should be made as follows:

1. a non-refundable deposit of 30% of the full amount at the point of making the booking.
2. the final 70% will become due 10 weeks before arrival date.

4. Last Minute Bookings

If the booking is being made within 10 weeks of the date of hire, 100% of the hire charge is payable.

5. Damage to the property

In the event of any damage to the property the hirer will immediately contact the owners by phone to discuss the damage. Minor breakages (cups, glasses plates etc) will not be charged

for. **Major damage to the material of the building:** must be reported immediately.

6. Excessive noise in the garden

We are surrounded by other residential properties therefore loud music in the garden is prohibited. Please be respectful of our residential neighbours by keeping noise down outside after 9pm.

7. Holiday Insurance

Once booked, the hirer is liable for the complete cottage rental costs. As such it is strongly recommended that the hirer take out suitable holiday insurance to cover costs incurred by unexpected holiday cancellation.

8. Cancellation

The initial deposit is non refundable. If cancellation takes place after all monies have been received by the accommodation owners (10 weeks in advance) no refund will be made unless the property is relet in which case 100% of the amount paid will be returned.

Should the owners of Beach House have to cancel the holiday for any reason, every effort will be made to find suitable alternative accommodation. If this is not possible a refund will be made of all monies paid by the hirer to the owners of Beach House for the accommodation. No further financial claims against the owners will be considered.

9. Availability

The booking is made on the understanding that the House will be placed at the hirer's disposal on the dates agreed. Should this not be possible through fire, theft or circumstances beyond the owner's control, the full amount paid by the hirer will be refunded. However note that no alternative accommodation can be provided nor will the hirer have any claim against the owner for compensation, loss or expenses. The accommodation is booked strictly on the basis that it is used for holiday accommodation only and there is no right to remain on the property after the expiration of the rental period.

10. Occupation

The hirer shall use the accommodation strictly for private holiday occupation and this agreement shall not confer on the hirer any security of tenure within the terms of the Housing Act 1988 pursuant to which the occupation shall be deemed to be by way of an excluded tenancy. The hirer shall not do or allow to be done anything which may become a nuisance or annoyance to the occupiers of the neighbouring properties. The hirer shall not allow any person or persons to sleep in or otherwise occupy the accommodation except as specified on the Booking Confirmation letter. If this is not observed, the owner reserves the right to refuse admittance or require that the hirer vacate the property. In this eventuality no refund of monies will be due.

11. Parties & Events: we **do not allow** the house to be used as a base for a party with other friends either visiting for the day or staying in cottages elsewhere. The only people on site should be those listed as staying at the house (and any outside hired professionals i.e chefs, beauticians etc). We request an up to date list of all people on site before arrival. If this is not observed, the owner may require that the hirer and guests vacate the property immediately. In this eventuality no refund of monies will be due.

12. Repairs

The hirer shall permit the owner to enter the accommodation at any reasonable time of day to

inspect the condition of the decorations for the purpose of carrying out repairs that may be required to be done.

13. Smoking

For Fire safety reasons we ask that guests do not smoke within the house. You may smoke in the garden, please dispose of cigarette butts carefully.

14. Service

If you should encounter any problems during your stay, or if you are dissatisfied with the service you receive, you should refer to the owners immediately. The owners will take all reasonable steps to correct any problems arising. The owners will not consider claims for problems notified to them after the stay has ended.

14. Amenities

The use of the house includes gas, electricity, water, heating, bedlinen, towels, cleaning products, bathroom toiletries, use of TV with Sky, Hi Fi, WiFi (password for WiFi) to be supplied separately) broadband, hot tub and sauna. White towels are to stay in the house, spa towels are provided for spa use. No beach towels are provided. The hirer is also entitled to use anything left in the house. The hirer is also entitled to make use of buckets and spades and other beach related paraphernalia.

15. Cleaning

The house, any equipment used and utensils etc must be left as it is found at the end of the hire period. The hirer must take responsibility to make sure all cleaning products are kept out of the way of children.

16. Security

The hirer is responsible for the security of the house for the duration of the booking period. The hirer is expected to take all reasonable care of the house. The house must be fully secured after leaving it. No windows should be left open and all locks must be secure.

17. Parking & EV Charging

Beach House parking is four spaces opposite the house in The Ship carpark. However, The Ship does not accept responsibility for your cars, they are parked there at your own risk. If you bring more than four cars you can park in the Pay & Display carpark on Beach Road, or from October to March, park on suspended double yellow lines on Beach Road.

EV Charging – there are no facilities at the house to charge electric vehicles and extension leads from the house to the vehicle are strictly prohibited. There are local fast charge stations within five miles of the property. Please consult our Online House Guide for location of EV charging locally. Link to the online House Guide is in your confirmation email.

18. Dogs and other pets

The owners do not allow pets of any sort at Beach House Mundesley, apart from registered assistance animals. No exceptions can be made to this rule.

19. Complaints procedure

If the hirer is not fully satisfied with the accommodation offered they must immediately contact the owner and every effort will be made to resolve the problem. If the situation cannot be resolved to the satisfaction of both parties, the owner will attend as soon as possible to inspect the property. The owner will not consider claims for problems notified to them after the hire

period has ended.

20. Variation to descriptions

Every care has been taken to ensure the accuracy of the details on the owner's literature, website and advertising. However, changes may be necessary from time to time and the owners reserve the right to make changes without notice.

21. Use of the Hot tub

The owners take the health and safety of all their guests very seriously. The hot tub poses certain risks due to water contamination. The owners maintain the hot tub in accordance with the very strict HSG 282 Guidelines. The owners have undertaken specialist training in Legionella control.

1. The hot tub is emptied after each booking, or after one week in a two week booking, the whole hot tub is then deep cleaned, disinfected and sanitised and then refilled with fresh water next for the next group. Each time it is emptied that date is recorded in the House Manual book. The hot tub is therefore perfectly clean and sanitised ready for the next group. Bacteria and legionella is checked for each month by a professional water pathology company, in accordance with the HSG 282 guidelines.
2. The owners are required to check the Chlorine and chemical levels in the hot tub once or twice a day, depending on usage. The owners will not require you to be in at the house, they will access the hot tub room only and then depart. However if there are people in the hot tub they will need to get out very briefly so the tub can be checked.
3. The hot tub is kept in a locked outhouse. Guests must make sure the hot tub outhouse is kept locked if there are small children around.
4. What age can children go in a hot tub? The overriding recommendation is that no child under the age of five should ever be allowed to use a hot tub. This advice is fully backed up by safety bodies and medical professionals. We strongly advise that you do not take children under five into the hot tub because their skin is too delicate for the hot water and chemicals. Young children can overheat very quickly, which can cause fainting, vomiting and dizziness, as well as heat stroke. It is also vital that they are tall enough to stand up in the spa with their head above the water. Even if the children are good, swimmers or they are wearing floatation aids, be sure to stick to this minimum height rule and do not allow them to put their head underwater.
5. Children under 8 years old: the hot tub temperature must be no more than 35 degrees and the child should use the tub for no more than 15 minutes.
6. Anyone who is inebriated MUST NOT enter the hot tub.
7. No glass should go anywhere near the hot tub room or the hot tub itself.
8. The maximum time people should be in the hot tub in one go is 20 minutes. Guests will then need to get out of the tub to cool down for 20 minutes before re-entering the hot tub.
9. The hot tub room doors must be closed at 9pm to stop noise from travelling. The hot tub must then not be used after 12midnight.
10. Guests must not run on the wet hot tub floor due to the risk of slipping.
11. No more than six people should use the tub at the same time.
12. Those who are pregnant, have cardiovascular problems, are subject to fits should contact their doctors to discuss whether use of a hot tub is safe for them.