



Littlen's Lodge

BOOKING TERMS & CONDITIONS

Your Information

(To be completed by the person hiring)

Name: _____ Email Address: _____

Address: _____

Postcode: _____

Telephone No: _____ Mobile: _____

Booking Information

Littlen's Lodge, 9 Bulmer Lane, Winterton-On-Sea, Great Yarmouth, Norfolk, NR29 8AF

Number of Guests : _____

Arrival Date: _____ (5pm Check In)

Departure Date: _____ (10am Check Out)

Adults: _____

Dogs: YES/NO Amount: _____

Payment Information

We can take payment directly through Bacs Payment or by cheque made payable to T Matthews and J Taylor. Natwest Sort Code : 55 81 45 Account No. 16457579

Please Sign and Date to Confirm your acceptance of our Booking Terms and Conditions.

Signed: _____

Dated: _____



Littlen's Lodge

BOOKING TERMS & CONDITIONS

Terms and Conditions

Contract

The contract is for a short-term holiday rental of the property specified on the booking form made between the client and the owners of Littlen's Lodge ("the owners"), John Taylor, binding from such time that booking is made and inclusive of all the following conditions.

By making a booking the client contracts on behalf of himself/herself and all those in his/her party and represents that he/she has the authority to accept these conditions on behalf of and binding upon all guests in his/her party.

Bookings are accepted on the understanding that the property is taken for holiday purposes only and that, the number of people in each property is limited to that entered on the booking form.

The client and any friends or family of the client visiting the property while the client is staying there must adhere to the conditions of the contract, including the rules and procedures contained in the information folder provided in the property. If inviting friends to visit the client must first seek the permission of the owners.

We cannot accept bookings from anyone under 18 years of age.

If we decide the property is unsuitable for letting due to circumstances beyond our control all monies paid will be refunded. We cannot however pay any compensation or expenses you may incur as a result of cancellation. Please be aware that your property is situated in a 'working village' John Taylor cannot be held responsible for works that may be going on around your property.

We reserve the right to a) refuse entry to the property to any person who is deemed unsuitable to take charge of it and b) terminate the contract at any time during the hire period should the hirer or any member of the hirers party be deemed a nuisance or danger to others or cause damage to the property or surrounding area. In either of these circumstances no refund will be due.



Littlen's Lodge

BOOKING TERMS & CONDITIONS

Payment

A non refundable 20% deposit is payable with your booking and the full balance is payable 8 weeks before arrival. Please note that your deposit (or full balance if your holiday is within 8 weeks) must be sent back to us along with the completed booking within 2 weeks of booking your holiday. If your deposit (or full balance) and booking form are not received within this time we will assume that the holiday is no longer required. Any changes made to your holiday will incur an administration fee of £30.

Cancellation

Any cancellation made by the client for whatever reason shall be in writing and addressed to Mrs Beavers, Wheelwrights Arms, Beccles Road, Gorleston, Great Yarmouth, Norfolk, NR31 0PS or by email littlenslodge@outlook.com. On receipt of the notice of cancellation we will seek to re-let the property for the period of booking. If re-letting is achieved, Mr Taylor will refund money already paid by the client less rent for any part of the period which was not able to be re-let and less an administrative charge of £30. Should there be a national lockdown we will follow guidance from the government/tourist board regarding cancellation/refund procedures at that time but will transfer dates if available.

The client is strongly advised to take out holiday cancellation insurance.

Period of Hire

Rentals for Littlen's Lodge commence at 5.00 pm on the day of arrival and terminate at 10.00am on the day of departure.

Right of Entry

Whilst respecting the reasonable privacy of the client, the owners of Littlen's Lodge reserve the right to access all properties at all times, if necessary, for repairs and emergencies. John Taylor has the right to enter the property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out and hirers are not available)

Care of the Property

The client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair, condition, cleanliness and tidiness as at the commencement of the rental period. Should the keys need replacing through loss/misplacement there is a £25.00 additional cost for them to be replaced.



Littlen's Lodge

BOOKING TERMS & CONDITIONS

Breakages or Damage

All damages and breakages are the legal responsibility of you, the hirer and should be notified to Deborah Beavers at the time of damage/breakage and before the end of your holiday this includes any defects or breakages to the building and its facilities. Their cost shall be refunded on demand. However, minor damage or breakages will not normally be charged but we do reserve the right to charge bad tenants for extra cleaning, breakage or damage beyond what is reasonably expected. John Taylor reserve the right to charge you any additional costs incurred as a consequence and may, at their discretion, refuse future bookings.).

Rules and Procedures

Clients are required to observe the rules and familiarise themselves with the procedures contained in the information folder provided in each property.

Smoking

Smoking is NOT permitted anywhere inside the holiday accommodation. We have provided some outside ashtrays for the disposal of the cigarette butts. **If smoking is detected inside you will lose your full security deposit.**

Pets

We will accept pets and allow two behaved dogs, we may be able to make exceptions to accommodate more. Pets are allowed on furniture or beds but throws must be used (supplied if necessary). Furbabies must **NOT** be left unattended in the property. Following government legislation we regret we are unable to accept the following types of dog: American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro and Doggo Argentino even where these types of dogs are muzzled as required by government legislation. It is your responsibility to clear up after your dog from any gardens, if this is not carried out then we reserve the right to refuse any future bookings and again charge for extra cleaning.



Littlen's Lodge

BOOKING TERMS & CONDITIONS

Dogs must not be left unattended in the cottage at any time.

When out of the cottage grounds the dog must be on a lead under the control of a responsible adult at all times. The client must clear up after the dog promptly, whether in the garden or out on a lead on the estate, and dispose of bagged waste in an exterior bin.

The client is responsible for any damage howsoever caused by their dog and liable to reimburse the owner for any replacement or repair thereby necessitated. The owners reserve the right to terminate the contract if the behaviour of the client's dog is considered unacceptable.

Liability

The owners of Littlen's Lodge are not liable for any loss or damage to any client's property or any property belonging to a member of the client's party howsoever caused.

The client or members of his/her party cannot hold the owners of Littlen's Lodge liable for any personal injury/death howsoever sustained where the owners and/or their employees have used reasonable skill and care; and/or where caused by the fault of the person(s) affected or any member(s) of their party (including inadequate supervision of children); and/or where caused by the fault of a third party, and/or where caused by an event that could not have been reasonably foreseen or avoided.

Wifi is available it is the responsibility of you, the hirer, to ensure that you do not break any internet usage laws. If this is not adhered to then John Taylor reserve the right to pass any requested information onto the Police.

We would like to include you in a future email/mail outs, if you would prefer NOT to be contacted please indicate here. I would like to receive information/I would NOT like to receive information. Please delete which is applicable to you otherwise we will automatically add you to the list.

We have enclosed two copies of this form, please sign and return one as your acceptance and retain one for your purposes.



Littlen's Lodge

BOOKING TERMS & CONDITIONS

COVID-19

Obviously things have changed due to Coronavirus and we have therefore had to amend our Terms and Conditions to comply with current legislation.

We take the safety of our Guests and Employee's very seriously and therefore the government guidelines state :

Taking measures to ensure the handover of keys to property can be done in a socially distanced way, ensuring that keys are cleaned.

Ensuring that staff cleaning accommodation between stays follow full government handwashing guidelines, and make a comprehensive checklist of all hand contact services to be cleaned throughout the property when each guest vacates.

From 4 July, you should limit your social interactions to two households (your support bubble counts as one household) in any location; or, if outdoors, potentially up to six people from different households. **Watch for symptoms**

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.



Littlen's Lodge

BOOKING TERMS & CONDITIONS

When to Seek Emergency Medical Attention

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

IF you or any of your party have symptoms of Covid-19 you **MUST NOT TRAVEL**. Please advise at your earliest convenience.

Each Guest must sanitize their hands BEFORE entering Littlen's Lodge – Hand Sanitizing Station Provided

Littlen's Lodge will have had a "Covid Clean" so all touch points e.g. light switches, electrical switches, counters, tables etc will have been sanitized.

YOU MUST STRIP THE BEDS USED (INCLUDING MATTRESS & PILLOW PROTECTORS) AND PUT INTO THE LAUNDRY BAG SUPPLIED

ALL WASTE MUST BE DISPOSED OF CORRECTLY INTO THE OUTSIDE WHEELIE BINS

ANY PERSON SUSPECTED OF HAVING COVID-19 EVERYBODY MUST IMMEDIATELY LEAVE LITTLEN'S LODGE AND DEBORAH BEAVERS CONTACTED IN ORDER FOR THE PROPERTY TO UNDERGO A DEEP CLEAN. (WE WILL FULLY REFUND ANY DAYS THAT HAVE NOT BEEN USED IN THESE CIRCUMSTANCES).

FAILURE TO COMPLY WITH THE ABOVE IS IN BREACH OF CURRENT HEALTH & SAFETY GUIDANCE AND WILL RESULT IN LOSING YOUR SECURITY DEPOSIT.

Signed: _____ Dated: _____



Littlen's Lodge

BOOKING TERMS & CONDITIONS

Names of all party members in case of an emergency.

Lead Booking : _____

Guest 1 : _____ Adult/Child

Guest 2 : _____ Adult/Child

Guest 3 : _____ Adult/Child

Guest 4 : _____ Adult/Child

Guest 5 : _____ Adult/Child

Guest 6 : _____ Adult/Child