

Cranbourne Walberswick 16 Manor Close IP18 6UQ Terms and Conditions

More than 80% of our customers have stayed with us before and this means we can invest in improving Cranbourne versus paying agents and advertisers for every letting. We pride ourselves on giving a personal and high standard of service. Our terms and conditions are designed to make sure we can continue to provide a safe and relaxing holiday for all our guests.

These Terms & Conditions apply to bookings made after 5th May 2023 until they are superseded.

1. By booking Cranbourne you are agreeing to be bound by all the Terms and Conditions. This contract commences, and binds both parties, on transfer of the deposit. Unless expressly agreed in writing all contracts apply to single bookings of 1 or more consecutive weeks. We operate a paperless service, however, if this is not convenient for you, please let us know.
2. CRANBOURNE is let only for holiday accommodation and for no other purpose. It applies only to those times booked and paid for and confers no right of occupancy before or after these dates. Only the people and dogs included on the booking form or otherwise agreed with the owner before the visit may stay. The person making the booking must be over 18 years old and takes full responsibility for the reasonable care of the property and the conduct of all members of the party.
3. A BOOKING DEPOSIT of 20% of the total rent is payable to reserve the property and then the balance paid no later than 8 weeks before your date of arrival. If booking closer than 8 weeks to your arrival, the full amount is due at the time of booking. Bank details will be provided for payments via the email address cranbourne@walberswick.net, if you wish to have further assurance, we can text them to you from 07999 699 600.
4. No DAMAGE DEPOSIT is required. Any accidental damage or loss is to be reported immediately by email to cranbourne@walberswick.net or text/phone 07999 699 600 to speed replacements or repairs. Guests should contribute a fair payment towards any expense incurred.
- 5a. CANCELLATIONS BY YOU must be confirmed in writing or email before the letting is re-advertised. If successfully re-let, you will be refunded as much rent as is recovered. Otherwise, you may forfeit all payments. We strongly advise our guests to ensure they have adequate travel insurance.

Up to 12 weeks before your stay – you may cancel with no penalty and a refund of your deposit.
Up to 8 weeks before your stay – your 20% deposit is at risk if we are unable to re-let the property
Less than 8 weeks before your stay – your full payment is at risk if we are unable to re-let the property or recover all of your payment.
- 5b. CANCELLATIONS BY US In the unlikely event (such as fire or flood damage) that the property becomes unfit for letting, you will be refunded the full amount you have paid but no additional amount. We strongly advise our guests to ensure they have adequate travel insurance.
6. ARRIVAL AND DEPARTURE. The letting runs from **4:00pm** on the date for your **arrival** to **10:00am** on the morning for your **departure**. You should leave the house clean and tidy ensuring the cooker, fridge and kitchen cupboards are empty and clean with all household waste placed in appropriate collection bins. Also please leave furniture and kitchenware arranged as you find them on arrival. When leaving, please make sure you remove all your possessions and leave the house secure with all keys returned to their hooks or pushed through Cranbourne's letter box.
7. PERSONAL POSSESSIONS found following your departure will be returned but p&p may be requested. You may wish to insure your personal possessions.

8. Both the SWIMMING POOL and HOT TUB are maintained in accordance with Health and Safety Guidance and best practice (HSG197 and HSG282) - the same high standards of water treatment as you would find in a well managed public swimming pool.

8a. The SWIMMING POOL is **available from April to October** with a guaranteed temperature of 28 Degrees and a target temperature of 30 degrees. If you wish to have the temperature varied, we can do so between 28 and 32 degrees. Please be aware it takes 48 hours to raise or lower the temperature of the pool. Please contact us if you want the temperature changed.

The pool is separated from the garden by an enclosure with a gate and digital padlock. You are responsible for the safe use of the pool and **ensuring children are always supervised. No dogs** may enter the enclosure - this is for your wellbeing and to ensure hygienic conditions for the pool.

The shed and plant housing by the pool are secured by digital locks as they house very potent chemicals, mains electricity and sensitive equipment. They must not be entered.

Do not bring glassware or other breakable items into the pool enclosure. Please supply your own towels and not use those provided for bathroom use.

In the event the pool becomes contaminated, please use the net to remove anything that can be and advise us immediately. Do not use the pool again until we advise you it is safe to do so.

8b. The JACUZZI HOT TUB is available all year round. You are welcome to use it at any time of the day or night but please be considerate to our neighbours.

In line with Health and Safety guidance the tub is cleaned, and water replaced after each guest party departs. We make every effort to recover the heat lost and restore the temperature to 37 degrees as quickly as possible, however, this can take up to 18 hours.

If you are not used to hot tubs, we advise you to keep the temperature at 37 degrees or less until you are comfortable with how your body is reacting. Prolonged exposure to temperatures above 37 degrees can lead to hyperthermia (you may feel cold, confused, and ultimately lose consciousness) and dehydration. The hot tub automatically stops all jets and pumps after 15 minutes. You can restart them as often as you wish but this is a good opportunity to check on everyone's wellbeing.

Due to the fast-moving water, you should not allow children under 4 years old or anyone who cannot support themselves firmly on their seat. The bubbles and strong currents cause a loss of buoyancy and can result in tumbling under the water.

The Jacuzzi is made to a very high safety standard; however, we strongly advise against diving, getting hair, or anything loose, close to the three white circular white pump outlets in the foot well.

All hot tubs need to manage the risk of Legionella which, although rare, can multiply and cause lethal infections. The Jacuzzi uses UV-C, Ozone and Chlorine sterilisation to provide multiple layers of protection. It is regularly inspected, and the water chemistry checked and adjusted. The disinfection capability may be compromised by the addition of organic matter, soap, bath additives including "bath bombs" and bubble bath. They can also permanently damage the Ozone/UV-C generators and pump seals. Do not add anything into the hot tub.

In the event the hot tub becomes contaminated, please use the net to remove any "solid" matter and advise us immediately. Do not use the hot tub again until we advise you it is safe to do so.

c. SUMMER HOUSE

For 2023 season this is provided as is. It does not yet have electricity, plumbing or heating. The construction of the summer house is safe for daytime use; however, as with most garden structures, it is not suitable for sleeping overnight.

Please leave the summer house as you would expect to find it.

9. CHILDREN and BABIES are very welcome. A highchair and cot are provided and will be in place if requested in advance.

10. DOGS up to a maximum of two are welcome providing they are –

a. always kept under control and are fully housetrained, quiet and well behaved so as not to cause damage or nuisance.

b. clean and dry when entering the house and at all times kept off furniture and excluded from the swimming pool, hot tub and its enclosure.

c. never left unattended either in the house or vehicles outside.

d. All dog mess is bagged and then disposed of promptly either in public dog waste bins or within a liner in the general refuse (all grey wheelie bin)

e. You provide suitable dog beds and feeding bowls.

11. Cranbourne is insured for PUBLIC LIABILITY. No further liability is accepted for loss, damage, personal injury or accident during your stay. If you are aware of any hazard or potential hazard, you should notify cranbourne@walberswick.net or by text/phone 07999 699 600. You may wish to insure for personal accident or personal public liability.

12. FAILURE OF ELECTRICAL AND PLUMBING APPLIANCES may not be compensated but every effort will be made to repair any fault following notification to cranbourne@walberswick.net or by text/phone 07999 699 600. Do not remove batteries from any remote controls or equipment unless replacing with new.

13. SMOKING/VAPING is not permitted in the house by law as it is legally a place of work. The costs we may bill for include, but are not limited to, cleaning of all soft furnishings including carpets and curtains. Additionally, the next guests may refuse to stay and/or seek compensation.

14. Wi-Fi/ INTERNET access is available throughout the house and garden but under no circumstances to be used for any illegal purpose. Wi-Fi is not secure and particularly as the property has multiple guests. You are welcome to add accounts to the smart TV, however, please remove them before you leave.