

# St Peters Court

*A Real Home from Home.....*

*Accommodation Walcott Road Bacton Norfolk*

## Booking Terms and Conditions

### General

- 1 All Terms and Conditions published and adopted from time to time by Cottages.com on the following website: <https://www.cottages.com/legal/booking-conditions> apply to any holidays booked by them at St Peters Court.
- 2 St Peters Court requires a £250.00 damage deposit paid 14 days prior to a holiday start date to the following account:

Name: St Peters Court  
Sort Code: 60-15-31  
Account No: 68477554

This will be fully refundable if no damage is done to the property or contents. If any damage is done, the owner or a member of staff will discuss the matter with the principle person on the booking.

- 3 Any and all complaints can be dealt with in the manner described by Cottages.com in their Booking Conditions. St Peters Court will always try to resolve complaints quickly and amicably and will generally accept any suggestions/arbitration done by Cottages.com in the first instance.
- 4 Please note that if a satisfactory conclusion to a complaint is not forthcoming via the process in 3 above a customer can complain to ABTA.
- 5 Finally, this contract is subject to UK legislation exclusively under the jurisdiction of the courts of England & Wales.
- 6 If a holiday has to be cut short by the customer because of a significant fault within the property, which cannot be quickly rectified, St Peters Court will ask Cottages.com to refund the lost holiday days on a pro-rata basis. Please note no other fees or costs will be added.

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## Specific

### Hot Tub usage in the rear garden

- 7 There are specific health and safety warnings and instructions in the guest book, relating to the Hot Tub so please ensure they are followed. .
- 8 St Peters Court requires that all customers vacate the hot tub by around 8.00 p.m. in the evening please and that entry to the hot tub is after 9.00 a.m. in the morning.
- 9 St Peters Court also requests that there is no alcohol consumed whilst in the hot tub please as there are too many potential dangers to allow this.
- 10 Please try to respect the neighbours and ensure there is not too much noise or bad language

## Waste

- 11 St Peters Court has specific bins for General waste. Cardboard, cans, bottles and dog Waste, so we request that you try to segregate items correctly please. Also. please ensure all general waste is put into black sacks before being put into the bins.

## Entry to the Property

**Please note Covid-19 has changed the cleaning routines so there are changes to entry and exit times.**

- 12 For the foreseeable future we request that customers depart from the premises on their day of leaving at 9:30 a.m. not 10:00 a.m. as previously stated.
- 13 We request that on the day of arrival you come to the property at the earliest time of 17:00 hours for entry.

**As you will note from our Covid-19 updates, If we cannot keep the property vacant for at least 48 hours, the property will be subject to a weekly sanitisation via a professional cleaning company using a fogging machine with UK Government recommended treatment to ensure the safety of staff and customers.**

**This treatment means that cleaning staff cannot start work until around 11:30 a.m. on a changeover day.**