

St Peters Court

A Real Home from Home.....

Accommodation Walcott Road Bacton Norfolk

Terms and Conditions for Damage Deposit

Background of Damage Deposit Charge.

As a business we must protect ourselves against accidental damage caused by guests. Guests may have travel insurance which covers losses for holiday cancellations or damage to themselves or their belongings but they do not tend to have insurance to cover potential accidental damage to third party property.

It is a known fact in the holiday industry that where there are larger parties with many occupants from different families there is more likely to be accidental damage sustained than in a small two-bedroom property with only one family.

Terms and Conditions when booking the holiday

Any booking made through Cottages.com or any of their titles will expressly inform the lead guest on booking that a £250.00 damage deposit will be taken. This is refundable after exit providing no damage is done to the property.

Any booking done via Airbnb or the Owner directly will also explain that a £250.00 Damage deposit is required prior to booking.

Damage Deposit Charges

The damage deposit is requested from the lead guest who has made the booking about one week prior to the expected entry date of the party.

The current value of the damage deposit requested in £250.00.

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Repayment of the Damage Deposit

The damage deposit is usually repaid within about 48 hours of the guests leaving the premises. This is after the cleaning and maintenance staff have thoroughly checked the property and the operation of all the equipment.

However, if they believe there is damage to anything they will make it known to the owner and the owner will go and view the problem as soon as convenient.

This will cause a delay in repayment and may result in either no refund or only a part refund at the discretion of the owner.

The owner tends to take a very reasonable view and even sometimes waives a deduction for damage when people treat the property and all staff with respect.

The owner will inform the lead guest and send some photos of damage to the lead guest if this is applicable.

The repayment when damage is done is fully at the owner's discretion and nothing will be repaid if damage is done and the guests have been difficult, disrespectful and/or time wasting.

Further Terms and Conditions for Damage Deposit

The damage deposit does not normally cover a small number of broken glasses, plates, or cups etc.

It will not cover items where we consider the item could have been subject to wear and tear such as a hinged lid falls off a kitchen utensil because of age.

It tends not to cover items such as problems on some of the curtain fixings unless it is obvious, they have been subjected to abuse.

It will not cover knobs coming off items like the cooker because we will assume these are wear and tear unless there is contrary evidence.

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Further Terms and Conditions for Damage Deposit -Continued

It should however be noted that the Owner has the full right to keep the whole damage deposit under our terms and conditions and if you are notified that is the decision no appeal will be accepted.

These Terms and Conditions are subject to the UK Laws for England and Wales.

Effective from 1st January 2023

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