

A warm welcome to Duffields

Duffields is the perfect coastal retreat where you can relax, unwind and discover all the North Norfolk Coast has to offer with friends and family.

We hope you enjoy your stay.

Scott, Victoria and Amélie.

Contract of Hire and Booking Conditions:

Reservations whether made by telephone, in writing or via email are accepted by the Owners Scott and Victoria Adey hereafter referred to as Duffields on the following conditions.

- 1. Contract of Hire** The Contract of Hire will be made between you, the Hirer and Duffields and shall be deemed to be made subject to the Booking Conditions and under English Law.
- 2. Initial Payment** Bookings will be confirmed by Duffields upon receipt of the required deposit payment. However, if the booking is made within 8 weeks of the holiday commencement date, payment of the full accommodation rental will be required.
- 3. Balance Payment** The balance of the accommodation rental will be due for payment 8 weeks before the holiday commencement date. Duffields reserves the right to cancel a holiday where full payment has not been received less than 28 days before the holiday commencement date. The deposit paid on the booking is non refundable.
- 4. Confirmation of Booking** Once Duffields has issued a confirmation of booking, the Hirer is responsible for the total published rental price of the property shown on the Confirmation of booking.
- 5. Booking Cancellation** If the Hirer is forced to cancel the holiday, Duffields should be informed immediately. The deposit paid on the booking is non refundable. The Hirer will remain liable for full payment if the holiday is cancelled within 8 weeks of the holiday commencement date, unless Duffields is able to re-let all or part of the period booked.

6. **Alterations to Bookings** Unfortunately, Duffields will not be able to accept a change of booking date if within 8 weeks of the holiday commencement date and the accommodation rental paid is non-refundable.
If the Hirer wishes to change the booking date more than 8 weeks before the holiday commencement date, Duffields will provide a list of alternative dates at the same price or less and will transfer the deposit paid. If none of the alternative dates at the same price or less are acceptable to the Hirer, the deposit paid is non-refundable.
7. **Holiday Insurance** Duffields strongly advises the Hirer to arrange holiday insurance that includes cover for cancellation and the Hirer's personal property. The Hirer's use of the property is entirely at the Hirer's own risk and no responsibility can be accepted for injury, or loss, or damage to users' or visitors' belongings. However, Duffields does not seek to exclude or limit legal liability for their negligence.
8. **Party Numbers** In no circumstances may more than the maximum number of eight persons occupy Duffields House and four persons occupy Duffields Cottage. Duffields reserves the right to refuse admittance if the condition is not observed. In addition Duffields reserves the right to refuse or revoke any bookings from parties that may, in their opinion and their sole discretion be unsuitable for the property.
9. **Pets** One well-behaved dog is allowed by prior arrangement with Duffields. Please note that pets are not permitted on furniture or on beds. Under no circumstances must a pet be left unattended in the property, we accept no responsibility for pets left unattended and any damage and extra costs incurred to the property by pets will be charged to the guest.
10. **Smoking** is not permitted in Duffields House or Duffields Cottage.
11. **Hirer's Responsibilities** The Hirer is responsible for the property and is expected to take all reasonable care of it. All equipment, utensils etc must be left clean and the property too must be left clean and tidy at the end of the hire period and the Hirer must vacate the property at the end of the holiday by 1000 am prompt. Should the property be found to require significant extra cleaning as a result of the condition in which it is left then these additional costs will be deducted from the security deposit. We ask that on the day of departure all the beds, which have been slept in, be stripped and the sheets left in the rooms. If the BBQ has been provided at the property, please

ensure that it has been thoroughly cleaned after use for the enjoyment of future guests. This will avoid extra cleaning costs on your departure.

12. **Bins & Recycling** Please note the day your bin needs to be put out so the next guests are not confronted with an overflowing bin. The details are included in the 'what you need to know' information pack at Duffields. If you generate more waste than the bins can accommodate, please use the recycling centre next to the shop in the centre of Brancaster village.

13. **Damage** All damages and breakages are the legal responsibility of the Hirer and should be notified to Duffields before the end of the holiday and the cost of all damages and breakages are payable on demand. However, minor damage or breakages will not normally be charged but Duffields reserves the right to charge for extra cleaning and may refuse future bookings.
Duffields reserves the right to repossess the property at any time where the Hirer or any member of the Hirer's party has caused damage and, in such circumstances, Duffields shall not be liable to make a refund of any remaining portion of the accommodation rental paid.
Duffields cannot accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, plumbing or wiring, broadband or satellite connections, temporary invasion of pests and damage resulting from exceptional weather conditions.

12. **Availability** The Contract of Hire is made on the understanding that the property and its facilities advertised will be available for the dates stated. In the unlikely event that the property is not available through events arising outside the control of Duffields, then Duffields may be forced to cancel the booking. The Hirer will be advised as early as possible. If possible, the Hirer will be offered suitable alternative accommodation, which, if not acceptable will entitle the Hirer to a refund of all monies paid. The Hirer will not as a result have any further claims against Duffields.