

# Your Holiday Information

## **Arrival and Departure**

We politely ask that you arrive after 1600 on the commencement date of your holiday, as time is needed to thoroughly clean the property between lets. We also ask that you leave the property by 1000 on departure day for the same reason.

If our housekeeper is delayed due to late departure of guests we will be forced to deduct a late booking fee of £25 applied from your security deposit.

## **Key Collection**

A key safe is located outside the main door to the property, housing the keys to Duffields House or Duffields Cottage. We will advise you of the combination for the key safe close to the time of your stay.

Left luggage - in the event you leave something behind in the property, please inform us straight away so that the housekeeper can locate it for you. We are happy to post things back, but will need the cost of this to be covered.

## **How to find us**

Duffields is located on Main Road in Brancaster, next to The Ship gastropub. If you are travelling through Brancaster village from Kings Lynn, Duffields is located on the right, immediately after Beach Road and the Church. If you are entering Brancaster from Brancaster Staithe, we are on the left, just after the turning for London Street.

Duffields House is a double fronted property located on the main road, and Duffields Cottage is located further back off the main road. Please arrive at either property by driving down the shared driveway (through the white five bar gate that stands between Duffields House and The Ship). Drive past Duffields House and under the arch (please note this is not very high!). You will reach the communal parking area, which has off-road parking for 3 cars in total – 2 for Duffields House and 1 car for Duffields Cottage. There is further unlimited parking on the road to the front of the property.

If you are coming by train there is a frequent train service from Kings Cross to Kings Lynn. Kings Lynn is approximately 12 miles away. There is a taxi service from Kings Lynn, or the Coasthopper bus service from Kings Lynn station to Brancaster.

### **Welcome Pack**

We provide a Welcome Pack with wine, kettle chips, tea, coffee, sugar and milk. We also make sure some of the basics are available in terms of cooking oil, salt & pepper, bin liners, a kitchen cloth and tea-towel.

### **What is Included**

We supply linen for the bed, hand and bath towels, flannel and tea towels, and a starter amount of dishwasher tablets and toilet roll. There is a log burner in each property with a starter amount of logs and kindling provided. Electricity and central heating are also provided.

Please note if you would like to use our **travel cot**, this is located under the bed in bedroom 2. **Please bring your own linen and blankets for the travel cot.** We also have a high chair located in the kitchen in Duffields House and under the bed at Duffields Cottage.

You may wish to also bring the following:

Tea-towels, Washing up liquid, Washing Powder & Fabric softener, Dishwasher tablets, Bin liners and Toilet rolls.

Whilst we have a starter amount of teabags, coffee, etc. you will need to provide all your own provisions for eating and drinking.

You will also need to provide your own beach equipment including towels, windbreaks, buckets and spades. Beach gear can be bought at the shop at Brancaster Beach.

### **Customer Service**

If you are unhappy with your booking or the way it has been handled please let us know immediately. [info@duffieldshouse.com](mailto:info@duffieldshouse.com)

In an emergency, you should contact our housekeeper Lucy on **07785 544375** immediately and we will try to put the matter right as soon as possible.

No correspondence can be entered into in the case of complaints made after you have returned home, when it would be appreciated that it is quite impossible for them to be effectively investigated.

If we are unable to quickly rectify any problems that arise during your stay and, in our opinion, your complaint is justified; we will arrange a reimbursement of the cost of your holiday or part thereof.

Our liability is limited to the price you have paid, except in the case of legal liability for personal damage or injury, for which purpose public liability insurance is carried by Duffields.

**Refund of your security deposit.** We will clean the property within 48 hours of your visit, at which point our housekeeper will signal for your security deposit to be refunded to you immediately.