

DUFFIELDS HOUSE & COTTAGE

Thank you for your interest in Duffields House & Cottage, below is useful some arrival information.

Arrival and Departure:

We politely ask that you arrive after 16:00 pm 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 10:00 am on departure day for the same reason.

Check- In & Key collection details will be shared with you 48hrs before your arrival.

How to find us:

Duffields House & Cottage is located on Main Road in Brancaster, next to The Ship Inn. If you are travelling through Brancaster village from Kings Lynn, the properties are 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 located on the main road, and Duffields Cottage is to the rear of Duffields House. Please enter the shared driveway through the five bar gate and drive under the archway (please note this is not very high, an SUV will fit, however if you have a roof box then please park in the main road).

We have off-road parking for 2 cars for Duffields House and 1 parking space for Duffields Cottage. Additionally, there is parking on the road to the front of the properties.

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 are a taxi services from Kings Lynn (you will need to book ahead), or the Coasthopper bus service from Kings Lynn station, will come past the front door.

Information:

Once at Duffields House & Cottage, you will find lots of information on the local area, things to do and where local amenities are located; this is all contained in the 'local attractions/things to do' folders kept in the kitchen of the house. It also contains our property manual with instructions on how everything works.

What is Included:

We have basic condiments available (tea/coffee/sugar/oil etc), but you will need to bring your own additional supplies.

We also include an initial supply of washing up liquid, dishwasher tablets, cloths/scourers, tea towels and toilet roll for your peace of mind.

We supply linen for the beds, hand and bath towels (We do not supply beach or pet towels).

For Infants we have a high chair located in each property and travel cot available. Please bring your own linen and blankets if you intend to use the travel cot.

There is a fire place/log burner in the Sitting Room of each property with a starter amount of logs and kindling provided in winter months.

We have coal BBQ's in each property for your use when staying and we have cafetières for coffee lovers.

Weather permitting (!) you will need to provide your own beach equipment including towels, windbreaks, buckets and spades. Beach gear can be bought at the shop at Brancaster Beach.

In an emergency:

You can contact our housekeeper, "Norfolk Holiday Home Services" on 07593 557804 who will help resolve any issues. Alternatively you can call us on +60 10375 6544 and we will try to put the matter right as soon as possible (Please note we are currently in Malaysia and there is a +7-8hr time difference to the UK).

Customer Service:

If you are unhappy with your booking or the way it has been handled please let us know immediately.

No correspondence can be entered into in the case of complaints made after you have returned home, as it is 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 (less booking agents fees), except in the case of legal liability for personal damage or injury, for which public liability insurance is carried by Duffields.

Wishing you a fantastic stay.

Paul & Eloise