

Jolly Sailor Yard, East End, Wells-Next-The-Sea, Norfolk NR23 1LA

Guest Information

1. Arrival and departure: Changeover day is on a Saturday for a full week's booking. Short breaks are by arrangement. Guests must not arrive before 4pm. We request that you vacate the property at 10.30am on departure day so we have time to clean the property and arrange laundry for incoming guests. Key arrangements and directions will be given to you in advance of your holiday.
2. All utility services are included in the cost of your holiday.
3. Linen, bathroom towels and tea towels are provided. Please bring your own beach towels, dog towels and cot linen. Your cottage will be cleaned between lets and, if you are staying for two weeks, linen will be changed halfway through your stay.
4. A Welcome Pack is provided in Jolly Sailor Cottage. This details the facilities in the cottage as well as amenities in Wells-Next-The-Sea.
5. Jolly Sailor Cottage dates back to Tudor times. Part of its charm is the characteristically low and sloped ceilings; uneven walls; steps throughout to join the various levels, and steep wide stairs.
6. No liability is accepted for any injury, loss or damage to guests and/or their belongings, damage by or to any third party or for damage to any motor vehicle or its contents.
7. Smoking and vaping is not permitted in Jolly Sailor Cottage.
8. An extra charge of £10 per well behaved dog will be made. The cottage is family friendly, and dogs are allowed on the understanding that owners are responsible for removing evidence from the garden and outside areas of the cottage; disposal must be into a bin and not into the flower beds or another part of the garden. Dogs must also be kept on a lead when using the back door of the cottage; the neighbouring cottage has a right of access to the rear courtyard area. We ask that dog owners

are respectful of the cottage and the guests that will be following them, i.e. please do not allow your dog to urinate in the cottage.

9. During your stay, it may be necessary for general upkeep to be carried out at Jolly Sailor Cottage, for example, you may see the gardener or the window cleaner. The Owner and their agents reserve the right to enter the property at any reasonable time with or without any maintenance staff for the purpose of any repairs in the event that they may become necessary, although we will obviously respect your right to privacy and try not to disturb your holiday.

10. Should you have any problems arising during your stay we will endeavour to assist you. Any reasonable complaint which the Owner cannot resolve should be put in writing as soon as possible. The Owner's liability is limited to the cost of your holiday, except in the case of liability for personal damage or injury, for which purpose the Owner carries Public Liability Insurance.

11. The Hirer is responsible for taking care of Jolly Sailor Cottage during their stay. All equipment and contents must be left clean and tidy on departure, with the exception of linen to be laundered. The cottage must be securely locked when you are out, and care taken not to expose the cottage to any fire risk.

12. Any damage and/or breakages are the responsibility of the Hirer and the cost payable upon demand. Please inform us immediately so that items can be replaced in time for the next guests. The Owner and their agents reserve the right to repossess the property at any time where serious damage has been caused.

13. We take every care to ensure an accurate description of Jolly Sailor Cottage. All information on our website is given in good faith and was correct at the time of publishing. Whilst we advertise Jolly Sailor Cottage as non-smoking, we cannot guarantee the fact. In addition, we cannot accept liability for happenings beyond our control, such as breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests or damage resulting from exceptional weather conditions.

14. We are here to make sure your stay is relaxing and enjoyable. We value your custom and hope you will return in the future.

Booking Terms & Conditions

1. Contract of Hire is between the Hirer and the Owner of Jolly Sailor Cottage. A booking is not effective until the owner provides written confirmation of that booking. The contract is for the hire of the property for holiday purposes only.

2. A non refundable deposit of 30% of the cost of the booking is payable when the booking is made. The balance is due eight weeks before the start of your booking. If the booking is made within eight weeks of the booking commencement date, the full accommodation rental will be required. The owner reserves the right to cancel a booking where full payment has not been received less than 21 days before the booking commencement date.

3. If you are forced to cancel your booking due to unforeseen circumstances, you must inform us in writing immediately. In all cancellation situations the deposit is forfeited. We will endeavour to re-let Jolly Sailor Cottage, but you will remain liable for full/part payment if we are only able to re-let part of the agreed period. We strongly advise you take out cancellation and travel insurance.

4. The maximum number of guests is restricted to numbers stated on the website. The Owner reserves the right to refuse admittance if this condition is not observed. In addition, the Owner reserves the right to refuse entry/bookings from guests who may, in their opinion, be unsuitable for Jolly Sailor Cottage.

5. In the unlikely event that a property is not available through circumstances arising outside our control, then we may be forced to cancel the booking. The Hirer will be advised as early as possible and will be entitled to a full refund of all monies due. As a result, the Hirer will not have any further claims against the Owner.

6. Please note the party leader must be at least 18 years of age at the time of booking. The party leader must be authorised to make the booking on the basis of the Booking Conditions by all other members of the party. By making the booking, the party leader confirms that he/she is so authorised and that all other party members agree that the booking is subject to the Booking Conditions.