

PROPERTY RULES

Our Property Rules are in place to ensure that all of our guests have a safe and enjoyable time during their stay with us. Complying with these Property Rules at Cranmer Country Cottages is a requirement of the Booking Terms & Conditions. Failure to adhere to the property Rules listed below may result in penalties such as deductions from the security deposit for extra cleaning cost or damage or in more serious cases you may be asked to vacate the property.

1. GENERAL REQUIREMENTS

- All Guests (and any Visitors) must comply with all Property Rules and any other instructions from the Property Owners Lynne & John Johnson during their stay; and
- We require names, ages and contact details for all guests staying on site, prior to arrival. This information is required to meet the Fire Regulations.
- All guests and visitors to site must check-in on arrival by text or email or sign in at reception.
- No extra overnight guests or day visitors to site without written permission.
- The onsite facilities at Cranmer Country Cottages are for the use of guests who have checked-in and are staying in one of our properties.
- All Infants over the age of 2 years must have an allocated bed included as part of the booking numbers.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please respect the community and try to keep noise levels to a minimum, especially between 10 pm and 8 am.
- We are a family-friendly holiday accommodation business. We do not permit House Parties or loud music inside or outside of any of our properties.
- No fireworks, Chinese lanterns or Drones.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.
- Access to the cottages is available from 4.00pm unless you have been advised otherwise.
- Departure is by 9.30am latest, unless you have been advised otherwise. We may make a charge for an additional night's stay if you stay beyond your advised departure time.
- Do the washing-up, run the dishwasher and leave the property as you found it on arrival.
- On departure empty bins, remove all waste from the property and place in the appropriate bins in the recycling area.
- Lock the doors and close the window if you go out to ensure to maintain security and prevent rain and water damage.
- At the end of your stay please secure the property and return the keys to the key box or drop them off at the office.
- Replacement keys are charged at £30.00
- If you have special requirements, please contact us before making your booking.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- We shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or pool.

2. SECURITY DEPOSIT

In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.

- A security deposit of the amount shown on the booking form is required to be held against your default credit/debit card for the duration of your stay. The monies will be returned within 7 days of the end of your holiday, (less any reasonable costs for breakages, damage etc. if applicable).
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

3. DAMAGES & BREAKAGES

Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If something is missing or damaged in the accommodation, guests should let us know immediately, so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out.

- The accommodation will be inspected at the end of the holiday and there may be a charge for any loss or damage.
- All inventory items must remain in the property and not be taken to another property.

4. GROUP BOOKINGS

Group bookings are accepted in our communicating and adjacent properties, booked together for everyone's comfort and privacy.

- The "Booking-Lead" is responsible for ensuring maximum visitor numbers are not exceeded; and those members of the group are complicit with these House Rules.
- The Booking-Lead must provide the entry key box codes, allocate beds and properties to the group prior to arrival
- Where two or more properties have been booked together and form a group booking, we request that no items or furnishings are transferred between cottages.
- Where the inventory is not correct on departure, this will be deemed as additional cleaning and will be charged against the House-keeping deposit monies held for the duration of the booking.

5. NUMBER OF PERSONS USING THE PROPERTY

Under no circumstances may more than the maximum number of persons stated on the web site occupy the property. We reserve the right to refuse admittance if this condition is not observed. Any persons other than members of your party must not use the facilities at Cranmer Country cottages.

6. PARTIES OR EVENTS

Parties and large gatherings of any kind are strictly forbidden at Cranmer Country Cottages; and

- Any small gathering must comply with other rules set regarding noise, and visitor numbers.
- The maximum number of persons using the accommodation at any time must not exceed numbers declared on the booking form and only those listed on the booking form can occupy the property.

- We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

7. SMOKING

NO smoking or vaping allowed on our property.

8. WIFI & TELEPHONE

Wi-Fi is provided for the guest's reasonable use. The guest agrees to reasonable and lawful usage of this service.

- Guest Wi-Fi – cannot be guaranteed.
- Rural telephone signal is not great. There is a functional red telephone box on site.

9. PARKING

Designated parking areas are shown on the site map.

- There is no parking in the main courtyard behind the house. This is for unloading only.
- Parking is limited to 2 vehicles per property.
- There is CCTV in the main parking areas for security reasons - rural location.

10. ACCESS GUIDE

For guests with particular access & mobility requirements please check our Access Guides to ensure suitability of the property before making a booking. Contact us if you need further advice.

- Access Guides are available on our website.

11. GUEST SAFETY

On arrival You are required to familiarise yourselves with the following safety info for the property:

- Check the layout of the Property, so that in an emergency You and your party can get out quickly and easily.
- Check the locations of the fire extinguishers and fire blanket and read the instructions for use.
- Take note of the locations of: Stop Cock (water) and fuse board (electricity)
- Candles are not allowed inside the property.

- Read and take note of specific safety information and any appliance instructions provided in the Property or in your Information pack.

12. THIRD-PARTY SUPPLIERS (chefs etc)

If you wish to use the services of a third-party supplier whilst staying at Cranmer Country Cottages you must ask and receive written permission to do so. This may be for a chef, beauty treatments, (Cranmer Country Cottages has a pre-authorized list of private chefs and beauty treatments, baby-sitters etc).

- Cranmer Country Cottages will need to see the third-party supplier's public liability insurance, and any other related/required certification. We will then seek approval from our insurers to allow the third-party activity to take place.
- Cranmer Country Cottages does not accept liability for the activities of these third-party suppliers.
- Hot Tubs or Bouncy Castles are not permitted on site.

13. SUPERMARKET DELIVERIES

Guests are able to arrange a supermarket delivery for the day of arrival. Waitrose Direct, Morrisons, Sainsbury's and Tesco's all deliver to Cranmer Country Cottages.

- We ask for your delivery to be scheduled at a time after your anticipated arrival time.
- The delivery driver will require the bookers name (*the name the cottage is booked in*) and the name of the individual cottage/property. This can be added to your notes section at the time of ordering.
- There may not be anyone around to give him/her directions. Phone signal is poor so he/she may not be able to get hold of anyone and the delivery will be returned to the depot.

14. WASTE & RECYCLING

As part of our housekeeping requirements, we provide a waste and recycling area away from the properties. We ask guests to pre-sort their waste and dispose of it in the correctly marked bins for either: Household/general waste, clean dry recycling or glass.

- General household waste i.e.: food waste, nappies, cling film etc.; Or clean dry recyclables: newspaper, cardboard, glass bottles, cans, clean food cartons etc. The bins are clearly marked.
- Do not leave waste outside the properties as it will attract vermin. All waste must be removed from the property and taken to the waste area prior to departure.

15. WATER SUPPLY

Water for the property comes from a private supply. (Except End Cottage which is supplied by Anglian Water)

- Water is tested to meet statutory regulations by North Norfolk District Council.
- Water is softened using salt & a UV purification system.
- Nitrate levels can fluctuate so the water is not recommended for consumption for babies under 6 months old.

16. SEPTIC TANK: KLARGESTER

We are not on mains drainage. We operate on a septic tank system. This does not use any chemicals as it is a "green system". It is very important that no chemicals bleach or Milton of any kind should be used at Cranmer Country Cottages. We provide all the necessary ecological cleaning materials in the housekeeping Starter box.

- Only human waste and loo paper should be disposed of in the toilet. Only liquids (but not melted fat) should go down the sink waste.
- Wet wipes and personal hygiene products should never be flushed down the loo. They block the tail drains and can cause the drains to back up.

17. WOOD-BURNING STOVES

In properties with a wood burning stove:

- Only use dry and clean wood for combustion in the wood-burning stove.
- The burning of waste, synthetic materials and other treated or impregnated materials is not allowed as it is very hazardous to the environment.
- Firewood is not meant to "burn overnight". Never close off the airflow completely, instead let the fire die out and light it again when you need it. Do not close off the airflow completely.
- Follow the lighting instruction in your House Guide.

18. **CLEANING & LAUNDRY**

- All properties are thoroughly cleaned between lettings, overseen by our in-house team. If there are any issues on your arrival at the property, please let us know immediately.
- Clean bedding & towels linen is provided by a Swiss Laundry at every changeover.
- Please do not use white cottage towels in the pool or take them to the beach.
- Please do not use the towels for hair dye or fake-tan.
- We reserve the right to make a charge to cover additional cleaning costs if the client leaves the linen or property in an unacceptable condition.

19.1 **CHARCOAL BARBEQUES**

- Barbecues are provided for your use: the grill must be cleaned and food, ash & debris removed & disposed of in the metal bins located in the bin store.
- Keep children, away from the cooking area.
- Do not leave the barbecue unattended.
- Only use recognised fire lighters or starter fuel and only on cold coals – use the minimum necessary and never use petrol
- Please don't put hot ashes straight into a dustbin or wheelie bin – they could melt the plastic and cause a fire.
- Use of the barbeque is at your own risk.

19.2 **GARDEN PARASOLS**

Garden parasols are provided in the summer weather conditions permitting. The parasols must be furled when not in use, and in windy & wet weather. We will make a charge if the parasol becomes damaged during your stay.

20. **FACILITIES**

The communal facilities are strictly reserved for the use of Cranmer Country Cottages guests. We reserve the right to alter or withdraw amenities or facilities or any activities without prior notice; where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

20.1 **Swimming Pool**

Guests using the pool must read and agree to adhere to the Pool Safety Rules & Terms of Use before using the pool. The Pool Safety Terms of Use form part of Cranmer Country Cottages Terms of Booking.

For example (*this list is not exhaustive*):

- Persons under 16 years of age must be accompanied by an adult who is responsible for their behaviour at all times.
- Babies under 12 months old are not permitted in the pool.
- Guests must shower before entering the pool to rinse off sun creams and makeup.
- Infants and Toddlers must wear neoprene fitted Splashabout Happy Nappy.
- No lone swimmers
- No jumping or diving
- No food or drink to be consumed in the pool or changing areas.
- Slides /flip flops or something similar must be worn to and from the pool.
- Emergency exit doors and entry door must remain closed at all times.

- Pool timetable must be adhered to & vacated at the end of the swim session time
- CCTV is in operation in the main Pool Hall to monitor swimmers' behaviour as recommended by our insurers.

Access to the pool:

An electronic key fob is provided to gain access to the pool at prescribed session times. The key fob is issued to the "Booking-Lead" on the understanding that they and their party understand and agree to abide by our Pool Safety Rules at all times.

- Pool is open between 7.00am – 8.00pm (times may be subject to change).
- Please bring your own towels for use in the pool.
- Cranmer Country Cottages reserves the right to alter the rules and available at any time and for any reason.
- The pool key will be cancelled without notice, if the Pool Safety rules and terms of use are not adhered to.

20.2 Tennis Courts

Tennis courts are for playing tennis only. No scooters, bikes or footballs on the courts.

20.3 Children's Play Area

Children must be supervised by a responsible adult at all times.

- Play equipment is not suitable for older children.

20.4 Games Room

The games room is open between 9.00am – 9.00pm.

- Please supervise children under 16 years at all times.

20.5 Gardens & Recreation Areas

- Take care when accessing the grassed recreation areas; the ground maybe uneven due to wildlife activity – rabbits & moles.
- In the interest of child safety - keep boundary gates closed at all times.
- No loud outdoor music or outdoor noise after 10.00pm.

21. PRIVATE AREAS

The gardens around the Farm House are private and out of bounds to guests.

- There is a deep pond in the front garden of the farmhouse – this area is strictly out of bounds to guests.
- The farm barns and surrounding farmland are private and are largely out of bounds to guests.
- Permission May be granted for a farm walk around the periphery only.
- Please do not walk through the woods opposite to the farmhouse this is for our neighbours' private access only.

22. PETS

Up to 2 small /medium well- behaved dogs are welcome in **End Cottage** only.

- We do not accept puppies under the age of 1 year.
- Guests must ensure that: Dogs are properly controlled and supervised at all times; dogs are not to be left unattended at the Property; and dogs are not allowed in any of the bedrooms or on any of the furniture. You are advised to bring a pet basket.

- A booking which includes a dog(s) is taken on the condition that all flea and worming is up to date and we reserve the right for written evidence of such treatment.
- Dogs are not allowed anywhere on the main site.
- We do not allow other pets: cats, hamsters Guinea pigs etc.
- Pet owners are responsible for removing any evidence left behind by their pet and reimbursing Cranmer country cottages for any damage caused by a pet.
- Guests agree to Cranmer Country Cottages Additional Terms for Bringing Dogs to End Cottage.

22.1 REGISTERED GUIDE AND SUPPORT DOGS

Registered guide and support dogs belonging to those with visual and hearing impairments are allowed in all properties even where the property description states that pets are not allowed.

22.2 Guests with allergies should be aware that Cranmer Country Cottages cannot guarantee that a registered guide and/or support dog has not stayed in their chosen property nor can Cranmer Country Cottages accept any liability for any suffering which may occur as a result of such animals having been present. If this is a concern, please contact us for advice before making a booking.

23. LOST PROPERTY

Please take all your belongings with you. If, when you arrive home, you notice something missing; please let us know as soon as possible. We are happy to return most items which will incur a minimum charge of £15.00. Please note, items not claimed within 28 days will be disposed of.

24. RURAL WAY-OF-LIFE

Our property is located in a rural area. Bats and other wildlife may be present around our property and in the grounds. Any disturbance caused to the guest should be reported immediately to the Office, by email or Out of Hours mobile number. Bats are a protected species and it is illegal to interfere with them or their habitat.

- Flora and fauna: In rural areas, insects and other creatures are fairly common and not necessarily an indication of poor housekeeping standards. Whilst preventative action is always taken by the management, these creatures can never be eradicated completely

25. FIREWORKS & CHINESE LANTERNS

No Chinese lanterns to be lit under any circumstances. No fireworks (*Due to Livestock and drying arable crops*).

26. DRONES

Drones are not to be flown over any of our property or in the immediate neighbourhood for privacy reasons.

27. ELECTRIC CARS & DEVICES

We provide 2 x EV charging points in our lower car park. There are 2 x type 2 sockets, the supply is 7.2kW (32 amp). We do not provide rapid charging due to our limited electricity supply.

- Cars must be charged using the UV charging points in the north car park.

- You must not charge your car from a standard 13 Amp plug within the property as this would be a Fire Risk.
- Any electrical devices you bring with you on holiday should always be in a safe condition. For devices such as electrical heaters, there could be a potential fire risk, so we ask you to discuss such devices with the Cranmer Country Cottages owners before arrival.
- Cranmer Country Cottages charge additional fees for EV charging.

28. GREEN BUSINESS

- Cranmer Country Cottages have been a committed Green Tourism Business since 2009. For information on how we can work together to make less impact on our surroundings please see our Green Information web page.
- We ask all guests to respect our rural natural environment and wildlife during their stay.
- Guests should switch off lights when not in use to promote energy saving.

29. COMPLAINTS PROCEDURE

- Cranmer Country Cottages aim to provide a high level of customer service and want all of our guests to be completely happy with their holiday. Things do go wrong occasionally and without warning. In the unlikely event that there are any issues with the property, please get in touch with us as soon as possible so that we can do our best to put it right.
- We will make every effort to resolve the issue as soon as reasonably practicable.
- Compensation will not be considered for any complaints that are made after the hire has ended, or where the guest or “lead Booker” has denied Cranmer Country Cottages staff or owners the opportunity to investigate, address or remedy the issue during the Guests’ stay.
- Mobile telephone reception is not good in our area. Please send us an email to bookings@norfolk-luxury-cottages.co.uk or drop into the office (Open 9.00 – 5.00 Monday – Friday).

COMPLIANCE

- Breach of any of these Property Rules is a breach of Cranmer Country Cottages’ Booking Terms and Conditions and
- The Owner and Manager reserve the right to terminate permission to occupy and to evict from Cranmer Country cottages property, any Guests or Visitors who refuse to follow these Property Rules or who cause a nuisance to other guests, neighbours’ or other residents of the community.

EMERGENCY CONTACT

- Owners live on site and are around most of the time. The office is open Monday to Friday 9.00am – 5.00pm.
- We cannot guarantee that someone will be available onsite 24/7.
- Lynne & John Johnson are usually around and contactable at weekends between 10.00 – 12.00 for emergencies only.
- Contact via email bookings@norfolk-luxury-cottages.co.uk

- Telephone **01328 823135** – house & office phone.
 - Mobile phone **0744 3373224** (Please note the mobile is used when the owners are away or not on site. The reception may not be good enough for its use. If you send a text, please leave your name & the name of your cottage and we will get back to you.)
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