



## Sea Breeze Lodge | FAQs | Arrival & Check-in

### How do I pay the balance for my holiday?

We will contact you requesting payment of the balance for your holiday 4 - 6 weeks before your arrival date. However, if you do not hear from us please feel free to call or email. Payment can be made by card or credit card, or by bank transfer..

**Do I need Holiday Insurance?** We always recommend you have a travel/holiday insurance policy (even for UK holidays) to ensure you are covered for unforeseen eventualities and/or the need to cancel. If you have travel insurance with a bank or credit card or an annual travel insurance policy, please check that it also covers holidays at home in the UK.

**Key Collection:** Keys are available from 4pm onwards from reception at Beach View Holiday Park.

Please report to the clubhouse bar / reception and provide your surname & accommodation name 'Sea Breeze Lodge'.

**Please bring a £40 cash key & breakages deposit / cleaning bond, this is returned when you check out, proving the accommodation is left clean and in an adequate state.**

**Departure/Check out:** Please ensure you check out and return keys by 10.00am on the day you leave. Providing all is ok in your accommodation we will return your £40 key/breakage deposit.

**Parking:** Your lodge is on the front row on the Southern site. **You have 2 allocated parking spaces** to the rear of the lodge (please notify us if you will need additional parking, overflow parking is limited).

**Sea Breeze Lodge** will be all prepared for your arrival, bed linen and bath towels are supplied. Please ensure you inform us if more guests are expected in addition to those stated in your original booking.

Sea Breeze Lodge is a six person lodge and not designed to be inhabited by more than six people.

**Please ensure you bring your own beach towels as these are not supplied.** Please bring all other essentials for your self-catering holiday (this includes your own tea, coffee, sugar, condiments, washing powder etc.).

A small cleaning pack is provided for you, this includes some washing up liquid, dishwasher tablets, cloth, sponge and tea towels.

**Bunk Bed - Important Notice:** In accordance with the manufacturer's guide the top bunk is only suitable for children of 6 years of age or older, with a maximum weight load of 95kg (15 stone).

**Directions:** You can get full directions via GPS or online using the postcode for Beach View - IP16 4TU. Beach View Holiday Park is located 2 miles to the east of Leiston. All routes from the north or south are accessible from the A12.

**We hope you have an enjoyable stay and please contact us if you have any questions prior to your arrival.**

**COVID-19 & Enforced Cancellations - We are operating a more lenient cancellation policy. In the event of 'lockdown' and your booking is unable to go ahead, we can change booking/s to alternative dates (if available). Or, if this is not possible, you can request a refund. It is likely refunds will be processed in batches, so please allow up to 10 days after a refund request for refunds to be processed.**

**NOTE: Outside of 'lockdown' scenarios all the usual T&Cs remain regarding cancellations and refunds**



## Sea Breeze Lodge - Booking Conditions

Thank you for choosing Sea Breeze Lodge for your holiday. We hope you have an enjoyable holiday. We always try to achieve an excellent standard of accommodation and presentation. Our booking conditions are listed below for your guidance; if you have any worries or concerns regarding these please do not hesitate to contact us. Your holiday in Sea Breeze Lodge is subject to the following conditions which form the basis of the contract between Sea Breeze Lodge ("owner", "we" or "us") and you the guests ("guest/s", "you" or "your"). We hereby agree to let the property to you under the following terms and conditions:

- 1) ARRIVAL/DEPARTURE TIMES** Unless otherwise stated, weekly bookings are from Monday to Monday or Friday to Friday, short breaks Monday to Friday or Friday to Monday. **Check-in: Keys are available for collection from Beach View reception from 4pm. Departure: Please ensure you vacate Sea Breeze by 10 am on the day you are due to leave. If you are going to arrive late please inform us so we can arrange for a late collection of keys.**
- 2) CLEANING / REFUSE** You must leave the property clean and tidy. If the lodge is left in an unacceptable state whereby additional cleaning is required, you will be charged at the rate of £20 per hour. There are numerous commercial refuse bins available close to your accommodation, please ensure you dispose of your rubbish in one of the green bins for non-recyclable waste. Please try wherever possible to recycle any glass in the mixed glass bin and paper, card, foil and plastic in the green bin with a blue lid. If you are unsure of where to put your rubbish or recyclable items please ask at reception.
- 3) LINEN** Unless otherwise specified, all bed linen & bath towels are provided. Please bring your own beach towels these are not supplied. Any stains or damage to linen not removable by normal laundering may result in replacement linen which you will be charged for. **Cot bedding & linen is NOT supplied** so please bring your own even if you have arranged hire of a cot or travel cot.
- 4) DAMAGE** Other than minor breakages ie. the odd glass or piece of crockery, all breakages, losses or damage and associated costs will be charged for. Any damage &/or malfunction of any aspect of the accommodation should be notified to us at once in order to facilitate repair or replacement. We accept no liability for loss or damage to guests personal property or belongings including cars and contents.
- 5) BOOKING / PAYMENT** Having checked prices and availability, you can book online or by calling us, bookings are confirmed on payment of the £50 booking deposit or the total rental amount if the booking date is within six weeks of your arrival date. The balance is due no later than four weeks from the start of your holiday. If we do not receive all amounts due in full and on time, we have the right to treat your booking as cancelled by you. In this case, all monies paid and/or due at that time will be retained by/must be paid to us. We may however refund such monies if an alternative letting is achieved for the property, taking account any losses incurred. Payment can be either by UK Cheque or Debit/Credit Card. Where a Debit/Credit Card number is given you authorise us to charge from that card the deposit, balance and any further funds including extras and cleaning / damages related to your stay. Where a cheque is given, you agree to pay any further costs incurred covered in these conditions on notification to you of those costs in writing by us, and we reserve the right to pursue you for such amounts
- 6) PRICES** Rental prices may increase/decrease at any time but not after your booking has been confirmed. Prices advertised on our website should be used as the stated price (prices advertised on 3<sup>rd</sup> party websites will not be honoured unless agreed by us at the time of booking). Accommodation prices include heating, electricity and water, the use of the property and contents. Heating thermostats are set at appropriate temperatures for the time of year. If you alter these and an excessive amount of fuel /electricity is used, we reserve the right to charge you an appropriate amount for this. Although Sea Breeze Lodge is a pet free rental which does not accept dogs, we cannot guarantee that pets have never been in this accommodation, so any pet related allergies should be brought to our attention before booking. EXTRAS - A travel Cot / High Chair can be rented, £20 per stay.
- 7) CANCELLATION by us.** Should we have to cancel your holiday for any reason; you will receive a full refund of all monies paid and the opportunity to rebook other dates at a reduced rate. **CANCELLATION by guests.** If you cancel your booking within six weeks of your holiday, a cancellation charge of 100% will apply (if more than six weeks a charge of 25% or £50 whichever is greater) of the total rental cost will be payable by you. However, if we manage to re-let the Property for the same period you have booked, we will refund all monies you have paid except that the Owner shall be entitled to retain from the monies you have paid (or pursue you for if you have not yet paid) the difference between the amount received from the new guest booking (if less than that paid or payable by you) and the amount payable by you for the original booking. Sea Breeze always recommends that you take out holiday and/or cancellation insurance and can give names of suitable insurance companies if required.
- 8) RIGHT OF ENTRY** Sea Breeze management or maintenance staff reserve the right to enter the property at reasonable times to inspect the property and carry out both emergency repairs and normal maintenance including gardening &/or at any time if there is cause for concern that the booking conditions are being broken.
- 9) SAFETY/BEHAVIOUR** Whilst we take every care to provide a safe environment, no liability is accepted for injury to persons staying in our properties unless it can be shown to be as a result of negligence by the owner. Guests are expected to behave in a circumspect manner at all times with regard to your and others safety and to abide by any house rules especially concerning rowdy behaviour and excessive noise. Parents must be responsible for the safety of Children; the letting of accommodation does not negate Parental responsibility. If any aspect of safety causes concern to you or any member of your party, please contact us prior to your arrival. Sea Breeze reserves the right to take appropriate action, including immediate termination of a holiday (and pay no refund and have no further liability to you) if the property, contents or its grounds are abused or misused or if the number of persons staying at the property exceeds the number stated on your booking form. Or inhabitants exceed the number stated to be the capacity of the property. Parties or gatherings including guests not staying at the property must be agreed by prior arrangement with the owners of Sea Breeze lodge. Pitching of tents next to or in front of Sea Breeze lodge is not permitted. Damage to the property as a result of the abuse (wilful, negligence or otherwise) of guests will be fully charged including consequential loss of future lettings.
- 10) COMPLAINTS** If you have any complaints concerning the property or service received, please inform us immediately during your stay (within 24 hours) to allow us to deal with the complaint at the earliest opportunity. If you have further concerns please send these in writing within 28 days of the end of your stay. Please check that the cleanliness of the holiday rental is to your satisfaction on arrival as cleaning complaints can only be responded to if notified within 2 hours of arrival. Regrettably, no liability can be accepted if we are not so notified. Whilst we make every effort to ensure that your stay is to your utmost satisfaction, we cannot accept responsibility for noise or nuisance caused by neighbouring properties including unsociable occupants, village events or building works where this is out of our direct control but we will make every effort to mitigate these where we can. Our rural/coastal location means that guests must expect the presence of rabbits, pigeons, pheasants, insects and such like, the noise of machinery tending to adjacent land and the occasional inherent smell of rural agriculture. There is little that can be done to resolve such nuisance/inconvenience and must be accepted by guests as an inherent part of rural life.
- 11) FORCE MAJEURE** we are unable to accept liability where the performance of the contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of "Force Majeure". In these Booking Conditions "Force Majeure" means any event which Sea Breeze could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or manmade disaster, adverse weather conditions, flooding, fire and all similar events outside our control. Please ensure you have travel insurance to mitigate
- 12) PARKING** a double car parking space is provided at your accommodation. If you think you might require additional parking please notify us prior to arrival as on-site parking is limited – Parking for additional cars is often unavailable outside your accommodation but there is limited overflow parking at designated areas which we will make you aware of. PLEASE DO NOT park additional vehicles outside your accommodation as these can pose a fire risk and evacuation risk.