



Otto Cottage Terms & Conditions

Occupancy

'Otto Cottage' will be available to let solely for holiday use only with a maximum of eight person occupancy and a minimum booking of a three-night stay. Weekly lets are from Friday to Friday, three, four & five night stays commence on a Friday, Saturday or Sunday.

'Otto Cottage' will be available to you from 4pm on your arrival date and we ask you to vacate by 10am on your departure date, enabling us to prepare for our next guests.

Booking & Payments

Provisional bookings will be honoured for up to seven days and will be confirmed upon our receipt of a non-refundable 20% deposit of the total holiday cost and a completed booking form.

The hirer must be over 21 years of age and be one of the guests staying at 'Otto Cottage'.

Upon booking 'Otto Cottage' you are entering into an agreement with us, and it will be deemed you have read, understood and agree to our terms and conditions.

The balance payment is required 4 weeks prior to arrival date. With the balance payment we will require a two hundred pounds (£200) security bond.

This is a fully refundable bond returned within ten days of the completion of your holiday if the cottage is left in a clean and tidy condition.

Please Note Deductions may be made for lost, damaged or broken contents or extra cleaning / laundry requirements or key replacements etc.

Payments preferred via BACS transfer or can be by cash or cheque (payable to C.L.Carr)

Otto Cottage is situated within a residential terrace and therefore is unsuitable for group parties, celebrations, or meetings of any description.

Only persons listed on the booking form are permitted in 'Otto cottage' unless prior arrangements for extra guests have been agreed with the owners in writing before the holiday starts.

All booking requests for all male, all female or mixed gender groups under 30 years of age may be declined.

Cancellation Insurance

We appreciate that a change of circumstances such as illness, bereavement, redundancy etc may mean a hirer is unable to take their holiday. Should you need to cancel for any reason please let us know in writing as soon as possible.

Twenty percent (20%) of the total holiday cost remains non-refundable in all situations, all other monies paid will be returned as soon as possible.

We highly recommend you take out holiday insurance to cover any eventuality.

Availability

In the event 'Otto Cottage' is not available on the start date of your holiday for reasons beyond our control (i.e. Fire, flood damage etc) and we are unable to offer you another agreed alternative date, ALL monies paid will be refunded in FULL to the hirer, who thereafter will have no further claim against the owners.

Accessibility

Parking can be on either adjacent Beach Road or Pavillion Road.

There is a single step access to the front and the rear of the property. The original narrow & steep staircase to the middle and upper floors may be un-suitable to persons who have difficulty climbing stairs.

Provided

Bed linen, bathroom towels, hand towels & tea towels are provided and must not be taken out of 'Otto Cottage', (Please bring your own beach towels). A high-chair and travel cot are available upon request. (Sorry, we are unable to supply cot bedding)

WiFi

There is free WiFi provided for our guests at 'Otto Cottage'. Although a signal is not guaranteed in every room this can normally be achieved in the living area. A good connection will be dependent on the device used and may vary considerably between a Smart Phone, Tablet and laptop.

Dogs

As dog lovers ourselves we welcome up to 2 medium sized, well-behaved dogs to 'Otto Cottage'.

With 'Otto Cottage' situated within a residential terrace we ask you politely please for the comfort of all our guests and neighbours that you **Not Allow**:

- Your pet(s) on the furniture, especially upstairs on the beds.
- Your pet(s) is not left alone for long periods in 'Otto cottage'.
- Your pet(s) is on a lead within Harbour Terrace unless in our front garden
- Any mess made by your pet(s) is cleared and suitably disposed of.

Please do bear in mind some dogs can become unsettled in new or different environments, or changes to routines and can react in different ways. By bringing your pets bedding, sleeping crate, food bowls, towel's, toys etc with you may help them feel more at home and enjoy the holiday with you.

Our small front garden and back yard area is fenced with a gate, but we cannot guarantee these are escape proof.

Gorleston beach is dog friendly throughout the year with restrictions though from 1st May to 1st October inclusive.

Dogs are still allowed on the beach at this time, but just past the Ravine, approximately a 10 minute walk from 'Otto Cottage' along the lower promenade which is for pedestrians and cyclists.

Safety & Security

We have a NO SMOKING, NO VAPING & NO CANDLES policy at 'Otto Cottage'.

Guests are responsible for the care and security of Otto Cottage ensuring all doors and windows are suitably shut or locked whenever leaving the property, and young children are adequately supervised at all times.

Liability

We do not accept any liability for injury to the hirer or hirer's party or for the loss or damage to property or vehicles belonging to the hirer or hirer's party however caused.

On any breach of the above terms & conditions we reserve the right to enter and take possession of 'Otto Cottage'.