



Well House Holiday Let, 6 Sir Williams Close, Aylsham, Norfolk NR11 6AW

Booking Terms & Conditions

1. Booking Confirmation

A booking is confirmed once the required payment has been received and written confirmation has been issued. The lead guest must be at least 18 years of age and is responsible for ensuring that all members of the party comply with these Terms & Conditions.

2. Payment

For direct bookings, a deposit is required to secure the booking. The remaining balance must be paid no later than 6 weeks before arrival, unless otherwise agreed. Failure to pay the balance by the due date may result in cancellation of the booking.

3. Security (Damage) Deposit

For direct bookings, a refundable **£250 damage deposit** is payable before arrival. The deposit will be refunded within 7 days of departure, provided the property is left in good condition, no damage has occurred beyond normal wear and tear, no items are missing, and no excessive cleaning is required.

Bookings made through Airbnb are subject to Airbnb's policies. Any claims for damage, missing items or additional cleaning will be dealt with through Airbnb's Resolution Centre and AirCover for Hosts.

4. Cancellations

Any cancellation must be made in writing. Refunds will be issued in accordance with the cancellation policy applicable to the booking. We strongly recommend that guests take out suitable travel insurance.

5. Arrival and Departure

Check-in is from 4:00 pm unless otherwise agreed. Check-out is by 10:00 am on the day of departure.

6. Occupancy

Only the guests named on the booking may stay at the property. The maximum occupancy must not be exceeded.

7. No Pets

Pets are not permitted at the property, except registered assistance dogs where required by law.

8. Smoking

Smoking and vaping are strictly prohibited inside the property.

9. Parties and Behaviour

Parties, events, stag or hen parties and excessive noise are not permitted. Guests must respect neighbouring properties at all times. We reserve the right to terminate a booking without refund if these conditions are breached.

10. Care of the Property

Guests are expected to take reasonable care of the property and its contents. Any damage, breakages or faults should be reported as soon as possible.

11. Cleaning

The property should be left in a clean and tidy condition. We reserve the right to charge for excessive cleaning where the property is not left in a reasonable state.

12. Electric Vehicle Charging

Charging electric vehicles from the property's standard domestic sockets is not permitted unless expressly authorised. Any dedicated EV charging facilities must be used in accordance with the instructions provided.

13. Liability

Guests are responsible for their own personal belongings throughout their stay. We accept no liability for loss, theft or damage to personal property, except where required by law.

14. Force Majeure

We cannot accept liability for events beyond our reasonable control, including severe weather, utility failures, government restrictions or other unforeseen circumstances that affect the booking.

15. Complaints

If any issue arises during your stay, please notify us immediately so that we have the opportunity to resolve it as quickly as possible.

16. Acceptance

By making a booking and paying the required deposit or balance, the lead guest confirms that they have read, understood and accepted these Booking Terms & Conditions on behalf of all members of the party.

Booking & Payment Terms

Booking Deposit

A 25% non-refundable booking deposit is required to secure all direct bookings.

Your booking is confirmed only when the booking deposit has been received and written confirmation has been issued.

Maximum length of stay

The maximum length of stay permitted is for a period of three weeks.

Balance Payment

The remaining balance, together with the £250 refundable security (damage) deposit, must be paid 6 weeks before your arrival date.

For bookings made within 6 weeks of arrival, the full rental amount together with the £250 security deposit is payable at the time of booking.

Failure to pay the balance by the due date may result in cancellation of the booking, with the booking deposit being forfeited.

Security (Damage) Deposit

A refundable £250 security deposit is required for all direct bookings.

The deposit will be returned within 7 days of departure, provided that:

- The property has been left in a clean and tidy condition.
- No damage has occurred beyond normal wear and tear.
- No items are missing.
- No additional cleaning is required.
- All keys and access devices have been returned lost keys will be chargeable.
- These Terms & Conditions have been complied with.

Where deductions are necessary, an explanation will be provided together with supporting evidence where appropriate.

Airbnb Bookings

Reservations made through Airbnb are subject to Airbnb's payment, cancellation and damage policies. A separate £250 security deposit is not required for Airbnb bookings. Any claims for damage or additional cleaning will be handled through Airbnb's Resolution Centre and AirCover for Hosts.

Accepted Payments

We accept payment by bank transfer and any other payment methods shown at the time of booking.

By paying the booking deposit or the full balance, the lead guest confirms that they have read and accepted these Booking Terms & Conditions on behalf of everyone included in the booking.