

## General Information and Booking Conditions For Pollywiggie Cottage

1. Bookings are accepted on the condition that good care is taken of the property and its contents, and that the cottage is left clean and tidy, as you will find it.
2. Smoking and candles are prohibited inside the cottage in accordance with our Fire Risk policy.
3. Arrival /departure time – Pollywiggie Cottage is available from 4.00 pm on your arrival day until 10 am on the day of your departure, unless special alternative arrangements have been made.
4. Bookings will be accepted on receipt of a completed Booking Form and a cheque for a deposit of one-third of the total rental fee or the total rental fee. The balance of rental fee is payable four weeks before arrival. Where bookings are made less than four weeks before arrival, the full rental is payable on booking. For last minute bookings (less than one week before arrival) the full rental amount must be paid in **cash** (not cheque) on arrival.
5. For young groups comprising mostly under 25yr olds, (not families with adults) we require a £25 deposit per person. This will be refunded by post the day after departure when the cottage has been fully checked, providing there are no breakages or damage. This deposit should be sent with the final rental payment.
6. A receipt will be emailed or sent by post for all monies received.
7. In the event of cancellation, the full rental will be due. However we will endeavour to re-let the property and if we are able to do so, whilst the deposit will be retained as a cancellation fee, the balance will be waived or returned as appropriate. Please take out your own holiday cancellation insurance if you require this cover.
8. Heating, hot water, bed linen, duvets and towels are provided free of charge –**except for cot bedding** (which you should provide). Beds are made up on your arrival and linen will be changed weekly for bookings more than one week.
9. Guests undertake to be responsible for the security and safety of the cottage during the let and be familiar with procedures in the event of fire. All windows and doors must be securely closed when guests are away from the cottage. Guests' personal property is at the owner's risk at all times, as is any car and its contents.
10. Faults, accidents, breakages or any damage must be reported without delay, however minor. Apart from very minor incidents, damage or breakages should be paid for.
11. For safety and insurance reasons, the number of people sleeping at the accommodation shall not exceed those shown on the booking form. The maximum number is eight plus up to two babies in cots.

If for any reason beyond our control, the property is not available on the date booked, (for instance through fire damage) we will refund all monies paid in full, but there shall be no further claim against the owners.



# Pollywigggle Cottage, North Norfolk BOOKING ENQUIRY FORM

Name (Block Capitals please) ..... Title (Mr./Mrs./Ms. etc)

Address .....

..... Post Code .....

Telephone - Daytime: ..... Evening .....

Mobile: ..... email: .....

*(Helpful in case of emergencies!)*

I / We would like to book Pollywigggle Cottage for .....**nights**

Dates required: **Arriving** .....**20...** **Departing** ..... **20...**

Full rental of cottage ..... nights £.....

Young group deposit of £25 per person £.....  
(excluding families with adults – please refer to point 5 on the booking conditions)

Total charges £.....

I enclose a cheque (payable to Marilyn Farnham-Smith) made up as follows:

**DEPOSIT** (one third of rental cost) £.....

OR

**FULL PAYMENT** (less than four weeks to arrival date) £.....  
(including young party deposit if appropriate)

Names of party members (please state ages when under 25 years old)  
(Max number is 8 plus two babies in cots)

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Please indicate which beds you wish to have made up on arrival:

King size (South), Double (North), Single (South), Single (North), Twin (2'6") (North)  
(ideal for children)

These can be seen on our website **www.pollywigglecottage.co.uk**

I / We have read and agree to the booking conditions which apply

Signed ..... Date .....

Please consult our Access Statement on our website for detailed information and advise us of any special needs requirements before booking. Please be aware that some ceilings and doorways are low & the stairs steep and narrow as is usual for a 250 yr old cottage. There is one bathroom including WC downstairs and a small washroom & WC upstairs.

If you are happy for us to contact you regarding our own future marketing please tick here

**Please keep a copy of the booking conditions and this form for your records. Thank-you!**

**Marilyn Farnham-Smith, 79 Earlham Road, Norwich, Norfolk NR2 3RE, England**

**Tel: 01603 471990 Mobile: 07974 804039 Fax: 01603 612221**

**Email: [marilyn@pollywigglecottage.co.uk](mailto:marilyn@pollywigglecottage.co.uk)**