

# FLAGSTAFF HOLIDAYS

## Burnham Overy Staithe

### Booking Conditions

1. Any contract for hire of a property shall be between Flagstaff Holidays and the person signing the Booking Form (on behalf of all members of that party). The contract of hire only becomes effective once Flagstaff Holidays have received full and final payment and have sent written confirmation to the hirer. Bookings cannot be accepted from persons less than 18 years of age.
2. Terms stated are per week unless otherwise indicated and inclusive of VAT. Hire terms shall be guaranteed on confirmation of the booking unless there are changes in the rate of VAT. All weekly bookings are from 4.00pm on a Saturday to 10.00am the following Saturday. The properties are left open with **keys** left in the lock. Keys are to be left on the kitchen table at the end of the hire. **Hirers are responsible for the safe-keeping of door keys.**
3. Flagstaff Holidays shall not be held responsible for the death or personal injury to the hirer in so far as it is a result of proven negligence by themselves or their agents. Flagstaff Holidays do not accept any liability for loss of, or damage to personal effects, baggage, motor car, car accessories, or any other item belonging to or in possession of the hirer or any member of the hirer's party except in so far as the damage arises from proven negligence. **It is recommended that the hirer is covered by a Holiday Cancellation and Curtailment Insurance.**
4. **A deposit** of 30% of the total cost is required to secure the booking. This is a non-returnable deposit payable when the initial booking is made. The balance of the holiday must be paid not later than 8 weeks before the start of the holiday. **No reminder will be sent.** If the balance remains outstanding after this time, Flagstaff Holidays reserves the right to cancel the booking without notice and retain any monies already paid and to seek reimbursement for any additional losses incurred.
5. **Late bookings** if made less than 8 weeks before the start of the holiday must be paid in full at the time of the booking. The full amount will be refunded if the booking cannot be confirmed.
6. A returnable £100 security deposit is payable with the balance of the fee.
7. The number of persons using the property shall not exceed the number stated in the advertising information.
8. A representative of Flagstaff Holidays must be allowed access to the property at any reasonable time during occupancy.
9. All properties are **non-smoking** areas.
10. No pets are permitted, without prior written consent.
11. Car parking is available at Flagstaff.
12. It is the hirer's responsibility to ensure that the accommodation, furniture, fixtures, and effects are left in the same state of cleanliness and order as was found at the start of the holiday. Flagstaff Holidays reserve the right to make a charge for any extra cleaning necessary as a result of failure to comply. Where a security deposit is held, Flagstaff Holidays will deduct the cost of extra cleaning and/or breakages from this amount and forward the balance to the hirer. The hirer shall be responsible for serious loss or damage which occurs to the property or its contents

- during their occupancy and is also responsible for paying appropriate compensation to Flagstaff Holidays.
13. Please check all details upon receipt of the booking confirmation to ensure that they are correct. Any corrections can be made within 28 days from receipt of confirmation but may not be rectified after that date. If, after your booking has been accepted, you require an amendment or re-invoice, Flagstaff Holidays reserve the right to charge an amendment fee.
  14. In the unlikely event that there is reason to be dissatisfied with the accommodation please contact Flagstaff Holidays who will endeavour to rectify any problems.

### **Cancellation Conditions**

If you have cause to cancel or cut short your holiday please notify our office immediately by telephone and then in writing.

All deposits paid to Flagstaff Holidays are non-returnable and the hirer will be liable for the full cost of the holiday if a cancellation occurs UNLESS:

- You cancel more than 8 weeks before the start of your holiday or
- If your cancellation is less than 8 weeks before the commencement of your holiday and we are able to re-let the property.

In this event, the balance of the booking fee will be returned to the hirer. If the property is not re-let, the hirer will forfeit the full cost of the holiday.

### **Flagstaff Holidays**

Red House Farm  
Badingham  
Woodbridge  
IP13 8LL

Office Phone: 01728 638637

Caretakers mobile number: 07775 888368

Caretakers home number: 01328 863303

E-mail: [admin@flagstaff-holidays.co.uk](mailto:admin@flagstaff-holidays.co.uk)  
[www.flagstaff-holidays.co.uk](http://www.flagstaff-holidays.co.uk)

Address for Flagstaff House is:

**East Harbour Way, Burnham Overy Staithe, Kings Lynn, Norfolk, PE31 8FA**

The telephone numbers are as follows: **Boathouse: 01328 730710**  
**Cottage: 01328 738874**  
**West: 01328 730028**

The telephones are pay-as-you-go using a credit card and enable you to connect to computers for e-mail/internet browsing. There is a weak signal for some mobile phones.