



Green Lawn House 35 High Street Overstrand Norfolk NR27 0AB  
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[www.greenlawnhouse.co.uk](http://www.greenlawnhouse.co.uk) Proprietors: Anne & John Driscoll

## BOOKING TERMS & CONDITIONS

1. Lettings are normally for a minimum of one week (particularly in peak times unless specifically arranged between Green Lawn House and the Guest) **starting at 16.00** on the day of arrival and **ending at 10am** on the day of departure.
2. The hiring fee is payable as follows:-  
A non-refundable deposit of £100.00 is required to confirm the booking payable by cash, a cheque made out to 'Green Lawn House' or BACS transfer (details on Booking Form). When the deposit has been paid you will receive confirmation of the booking and a receipt for the amount.
3. A booking made by email, telephone or post will be provisional until the deposit has been paid. A provisional booking will be held for 5 days.
4. Cancellation by the Guest must be in writing. The full hiring fee shall remain due but every reasonable effort shall be made to re-let the property where possible. The Proprietors recommend the use of taking out holiday insurance.
5. Green Lawn House reserve the right to cancel a booking forthwith and without liability on its part in the event of damage or destruction to the accommodation by fire or other cause beyond the control of Green Lawn House which shall prevent it from performing its obligations in connection with the booking.
6. Minor breakages or damage will not be charged to the Guest but should be reported to Green Lawn House at the conclusion of the letting period. Damage or breakages in excess of £10 in value shall be payable by the Guest on demand.
7. Only the Guest(s) included on the Booking Form are permitted to use or stay in the accommodation. Extra Guest beds can be supplied on request at an additional daily charge of £5 - £10.
8. The Guest is responsible for the accommodation during the letting period and is expected to take all reasonable care of the flat and contents leaving it in a clean and tidy condition as found on arrival.
9. Green Lawn House does not accept responsibility for loss of or damage to cash, jewellery or other articles of value, including motor vehicles or bicycles.
10. Well behaved dogs are welcome **by prior arrangement only**. They are not allowed on any furniture and must be house trained. Dogs must not be left alone in the accommodation. A £5 daily supplement will be applicable.
11. All fuel costs are included and all linen and towels will be provided.
12. Green Lawn House operates **a non-smoking policy in all the accommodation** Guests are welcome to smoke outside the property, where ashtrays will be provided.
13. Happily complaints are rare. However, if Guests encounter a problem everything possible will be done to resolve the matter. Guests should inform Green Lawn House of any concerns in order that they may be rectified immediately.

(January 2017)