

Frequently Asked Questions (FAQs) :

How do I check availability and tariff?

Select the page for the property you are interested in and select the availability calendar - these are updated regularly and enable you to see periods already booked, you can then select an available date - click on "enquire" which will generate an enquiry form for your details - simply fill in the required fields, click "submit" and the form will be emailed to us to respond with the tariff for your chosen dates – or just ring us - on 07966 398245.

How much deposit will I have to pay ?

Our Standard terms require a deposit payment of 50% of the tariff for the period at the time of booking. The exceptions are:

- If you book within 6 weeks of the start date we will require payment in full at the time to secure your booking.
- "Early booking" for a period in the following calendar year only requires a £50 deposit (non refundable) to secure your dates, with 50 % of the balance due at 31st January
- Any booking on a discounted/special offer tariff must be paid in full at the time.

We will be flexible and happy to discuss individual circumstances.

What else do I have to pay?

Nothing - the tariff we quote you is fully inclusive of heating, electricity and bed linen. We do not charge booking fees, or for pets.

The only additional charge is if you require us to provide bath and hand towels for your use during you stay, for which we make a charge of £5 per person to cover laundry costs.

How do I make a booking?

Once we have confirmed the availability of your chosen dates with you, we just need your name, address and postcode (by email or phone) so that

we may mail our booking “ terms and conditions“ to you for signature and return with the required deposit payment. A copy for your retention is provided.

Can I bring my dog/s ?

Yes we are happy to accept pets (there is no additional charge) - usually up to 3 is no problem - for large breeds or more than this number please contact us to discuss your requirements. Please see our “ **Dog Policy** “ link which gives more information on our terms.

Please note that pets are not allowed in **Stone House** (with exception of guide and assistance dogs).

What is the car parking available?

For all three cottages the parking is “on road“ however there are no parking restrictions on George Street, New Road or Cremer Street or several surrounding roads. You may have to unload then find a space on arrival day as Saturdays and summer periods can be busy, however you will be able to park outside your cottage within a short time.

A large car park (free overnight) is a short distance away at the top of Station Road.

Do you have cot/high chair/stairgate available for children?

Yes, all of these are available upon request at all cottages.

Is there more detailed information available about the properties?

Yes, see the “Access Statement” available to download and view on each cottage details page.

A “floor plan“ showing the layout is also shown for each cottage.

Can I make a provisional booking?

Yes, if you are seriously considering a particular date and need to consult with friends/family we can usually provisionally reserve the dates for you for up to 48 hours subject to agreement.

Once we have posted the booking forms to you we allow a minimum 7 days for you to confirm by returning the forms and deposit.

Can I book a short break?

Yes, short breaks (from 3 nights) are available all year - however due to demand for weekly bookings in the peak summer period we are normally unable to accept bookings in advance for July & August, although it may be possible to book a short break in these months at short notice if we have received a cancellation. We do try and be as flexible as possible to accommodate your requirements. Due to changeover costs we can quote 2 nights however this will be the same cost as 3 nights- but if you can't stay a 3rd night then you will be able to have a later departure time.

What is your changeover day ?

Our normal changeover day is a Saturday for weekly bookings however we will try and be flexible for particular requirements.

Are you open all year?

Yes, including Christmas and New Year.

Do you provide towels?

Yes, we will provide towels (Bath sheet & hand) at an extra cost upon request – details on booking form.

Can I bring my own sheets?

Yes, if guests have an allergy to particular washing powders etc please advise us at time of booking.

Where can I see a map of the location?

Go to the relevant cottage page and at there is a map link

Why don't you display the tariff on your website?

Our price range is displayed, and our prices vary according to time of year. Therefore it is helpful if you quote the proposed number in your party at the time of your enquiry so that we can be as competitive and flexible as possible. We are always happy to discuss any query with you on the phone- 07966 398245 – Max Flint.

How do I pay you?

Payment may be made to us by cheque or by online/telephone banking from your bank account – whichever suits you -our bank details are provided on the booking form.

What if I have to cancel my holiday?

We strongly recommend that guests take out holiday insurance cover which includes cancellation cover. Whether we can refund you depends on the circumstances and notice period - our terms and conditions state that deposit payments taken are non-refundable. However, if we can successfully rebook the period we will refund you less a 10% administration charge.

How do I know you have received my payment?

We provide you with formal written confirmation of your booking, and receipt for each payment, on our headed notepaper.

What if I need to arrive late ?

Access to all cottages is by key safe, so a late arrival time is not a problem, you may arrive at any time after 3pm.

Can I gain access to the cottage early ?

We state 3pm as earliest arrival time to ensure that we have adequate time to fully prepare your cottage after guests have departed in the morning. However if we can let you in early we will – take our number 07966 398245 with you when travelling so you can ring us and check.

How do I ask another question?

Click “contact” on our home page - this will open in to an enquiry form for you to complete which will be emailed to us, alternatively please ring the owner Max Flint on 07966 398245 to discuss any query you may have.

Please also see our detailed “ Terms and conditions “ of booking via the link on each cottage page