

House Rules

For the benefit and wellbeing of all our guests and residents we have put into place some rules and regulations. As a condition of your confirmed booking it is implied that you have read and agreed to abide by those rules and regulations.

KEYS - We ask that you keep your house keys and gate key fob safe, and not to pass them on to unauthorised persons. Should your house keys and gate key fob become lost or missing then we reserve the right to charge for the cost of replacements.

ENTRANCE GATES - The gate at the entrance to Sandbank Holiday Lets must be opened with the key fob provided for it. Other ways of opening the gate are not allowed.

SMOKING / ALCOHOL - Sandbank Holiday Lets are family orientated self-catering properties. Smoking and vaping are not permitted inside the property. Smoking is allowed outside the property as long as you dispose of your waste appropriately. Illegal drugs or any other substance abuse is not permitted. Alcohol consumption should be within legal measures, be responsible and not accrue to anti-social behaviour or drunkenness – please remember the children!

PARTIES – Following on from the previous point, we ask that you consider all residents and holiday guests at Sandbank Holiday Lets. Therefore, loud music is not permitted, drunken or loud parties/bashes/festivals – in the broad sense of the word - are not permitted. Other “parties” such as children’s birthday...etc. are allowed.

ANIMALS – Animals and pets of any sort are strictly forbidden.

PARKING – A maximum of one car may be parked outside the front door of your holiday property. Additional cars must be parked in the extra spaces at: a) on the concreted area, opposite the property at the grey wall,

or b) at the grey wall as you come up the drive into the holiday lets before Sandbank 1. We would ask you not to park on the driveway or the tarmacked areas, as this may cause issues during emergency situations.

EXTRA GUESTS – Additional guests are welcome, but we should be informed of any visitors ahead of time. Visitors' cars should be parked at the spare parking spaces listed above. It is not allowed for your (day) visitors to spend the night without our prior consent and knowledge.

SHARED AREAS – The front square lawn is a common shared area for play. You are not allowed to place tents, popup campers, caravans etc. in or near the accommodation, including the shared area.

WASTE - In order to prevent possible blockages, please do not dispose of food waste, dangerous liquids, fats or feminine hygiene items in the toilets, sinks, shower trays or the bath. When it comes to cooking and cleaning, please separate waste for recycling as follows, to help save our planet:

1. Blue bin – recyclable items
2. Brown bin – food waste
3. Black bin – general waste

APPLIANCES - Instructions on how to use the heating, or any other appliances have been included in this welcome pack. Bringing electronic appliances that consume a lot of energy (for instance heaters/tanning beds etc.) is not allowed.

FURNISHINGS - Indoor furniture needs to remain indoor. Please do not take chairs, etc. outside. Furniture needs to remain at the same property and in the same combination as it was found. Please do not sit on the sofa arm rests.

LIABILITY – **The booker is liable for all guests, children, visitors and** personal possessions. The owner and management will not be held responsible for any loss or damage to personal belongings/items, possessions that you bring, or any accidents, loss of life or serious injuries that may occur while staying or visiting Sandbank Holiday Lets.

CONDUCT – We ask that you behave in such a manner that other guests and children may not be disturbed. This means paying respect by preventing or minimising every form of nuisance and to respect anti-social hours for noise between 11pm and 7am.

We know that accidents do happen. We would ask that you inform us of accidents as they happen rather than having to find out about broken or lost items at a final inspection on the departure day. In case of breakages or loss we reserve the right to charge for the full replacement value of the item or items.

Any damages to the property and contents of the property, will be the booker's responsibility. No blankets, towels, utensil, equipment, books, toys, teddies, DVDs or any other items/furnishings are to be removed from Sandbank Holiday Lets. The person who made the booking will be held responsible for all matters arising from any occurring incidence. We politely ask that you, children and guests treat Sandbank Holiday Lets property, its contents and furnishings respectfully.

OTHER – candles are not permitted.

CANCELLATION - A full refund will be given up to 5 days prior to arrival. After this all money paid is non-refundable.