The Old Post Box, Suffolk, IP19 8PH

Terms of Booking & Booking Deposit

By placing a booking with us (the owner of The Old Post Box, Suffolk) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 50% of the total cost of your stay. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within. Payments can only be made by bank transfer.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

* Check-in after: 16:00pm and before 21:00pm on day of arrival
* Check-out by: 10.00am on day of departure

Delayed departures could result in us retaining your damage deposit to cover additional cleaning costs.

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who needs to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

* Cancellation made 15 days or more in advance of arrival date = Full deposit refund
* Cancellation made 14 days or less of arrival date = 50% of deposit refund
* Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking due

Any government imposed regional or national lockdown will lead to a full refund.

With these exceptions, non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

The property will be inspected by the cleaner and if there are no damages, your deposit will be returned in full within a week of your departure. Please be honest and let the cleaner know of any damages or breakages with a little note. We will then retain the necessary amount from your deposit.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is not allowed in any part of the property including the garden.

Pets & Service Dogs

We accept well-behaved dogs and service dogs. You must inform us on booking if you intend to bring a dog. We ask that you do not allow dogs upstairs, that you clear up any mess in the garden, that you clean muddy paws and that you use a blanket if the dogs sit on the sofas.

Parking

There is a car park at the top of the lane with spaces for approx. 6-8 cars. It is first come, first serve and there is no charge. Guests park their vehicles at their own risk. Guests are not allowed to park outside the cottage unless they have a blue badge or for loading/unloading.

Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and addresses. You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.