

Terms & Conditions

MAKING A BOOKING

You must be 18 years of age or over to book accommodation and stay at Sunnyside. Guests booked with you can be younger than 18 if always accompanied and staying with an adult.

The maximum number of guests in accommodation is as follows: 4 adults plus infants

All bookings via our online/email reservation system should be treated as provisional until you receive confirmation from us via email.

To secure your booking with Sunnyside in Sheringham the following booking terms apply

- To secure a date within 6 weeks of reservation full payment required at time of booking
- To secure a date after 6 weeks from reservation a 30% deposit required at time of booking. Balance of payment required 6 weeks prior to date of reservation.

When you submit a booking and payment via our online reservation system you acknowledge you have read and accept these terms and conditions of booking. You will receive an automatically generated booking confirmation and payment summary by email to the email address you provided at the time of booking. This booking confirmation email forms a contract between you and Sunnyside in Sheringham.

The prices featured on the website are not binding. We reserve the right to modify these prices at any time. The price stated on your booking confirmation email is binding.

Sunnyside in Sheringham reserves the right, at all times, without statement of reasons, to refuse or cancel a booking.

ARRIVAL & DEPARTURE TIMES

Your accommodation will be ready by 4pm on the day of arrival and must be vacated by 10am on the day of departure, unless otherwise agreed.

CANCELLATIONS

Any cancellation must be in writing via email and will only be effective once we send written confirmation of the cancellation to you.

When we confirm your cancellation in writing we will provide you with details of what (if anything) is owing to you and any deductions we have made.

We strongly recommend that you take out holiday insurance at the time of making the booking with cancellation cover. Whilst we allow you to cancel your stay, we cannot guarantee that we will be able to refund any part of the payments you have already made.

If you are unable to travel to Sunnyside in Sheringham for any reason, or do not arrive on the day of check-in without notifying us, this will be treated as a no show and no refund will be due.

REFUNDS

If you request to cancel your holiday after deposit or full balance has been paid we would look to offer alternative dates however no refunds will be made.

If we cancelled your stay:

In the unlikely event that we need to cancel your holiday, we shall inform you as soon as possible and refund all monies paid to us, by you within 3 days. If Government policies restrict travel and you are unable to travel to stay with us, you will have the option to postpone your stay to a later date (subject to any differences in price applicable for the new dates) or receive a full refund.

GUEST BEHAVIOUR & NOISE

It's important to us that all our guests enjoy a peaceful and relaxing stay with us. Sunnyside in Sheringham is in a quiet central location in the town

of Sheringham and guests choose to stay with us because they are seeking to retreat, relax and unwind. We ask guests respect our Neighbours with regards to noise and enjoy the accommodation in an appropriate manner

In exceptional circumstances, we reserve the right to ask your party to leave if there is repeated noise after having received a warning. As you will have breached the terms of your contract with us, no refunds will be forthcoming.

Drugs or prohibited substances are not permitted on site, at any time. Due to our insurance conditions.

COMMERCIAL USE OF THE PROPERTY

Our accommodation is rented to you for purely non-commercial leisure purposes. Filming, photography or other commercial uses including influencers/blogger content creation must be done with prior authorisation from Sunnyside in Sheringham management. Additional charges may apply for commercial use.

CLEANING, DAMAGE & BREAKAGES

Please leave your accommodation tidy and let us know if anything gets broken so we can replace it for our next guest. Accidents happen and we will only charge for replacements in exceptional circumstances, as we expect a fair degree of wear and tear. If the damage is directly attributable to the guest, then we reserve the right to request payment to cover all damages incurred directly during your stay.

A standard cleaning surcharge is included in the booking fee. If additional cleaning is required, including washing up, additional cleaning of the interior or fixtures and fittings beyond normal use, then Sunnyside in Sheringham reserves the right to charge for this work at a rate of £25 per hour. Sunnyside in Sheringham reserves the right to invoice guests following their stay. Guests will be charged for any item(s) that are removed or lost from the accommodation.

DOGS & PETS

Pets are most welcome at Sunnyside and are allowed in all parts of the house. No pets listed under the dangerous dogs act or on the list of banned breeds are allowed. In all circumstances you must clean up after your pet. We reserve the right to charge for cleaning up if pet waste found as a result of your pet after leaving is required. Maximum 2 dogs allowed

SMOKING

Smoking or vaping is strictly not permitted in any of the accommodation. Sunnyside reserves the right to ask your party to leave if smoking is observed.

Sunnyside in Sheringham reserves the right to invoice additional costs of cleaning due to smoke/vaping damage

SERVICE UTILITIES

Should there be a failure in a utility service (e.g. water, heating, electricity, sewerage) please notify Sunnyside in Sheringham management immediately and we will aim to restore the service as quickly as possible. However, should any utility service failure extend beyond a 12 hour period from notification, for your health and safety reasons you will be asked to leave the accommodation and your accommodation fee for the duration lost will be fully refunded or you will be offered to re-book for another time, subject to availability.

RECYCLING & THE ENVIRONMENT

We have provided a recycling bin for recyclable waste and ask that you recycle as much as possible. There is also a general waste bin and refuse bins are located at rear of property. We please ask you use the bins marked with number 2 that correspond to the property.

PERSONAL PROPERTY

Sunnyside in Sheringham will not be held responsible for any loss or damage to any property on the Sunnyside in Sheringham premises. Vehicles, accessories and contents are left at the owner's risk. It is recommended that your holiday insurance covers loss or damage to personal effects.

ACCESS, CARS & PARKING

There is off road parking at rear of property. There is one space allocated to Sunnyside in Sheringham and is marked with Number 2 and is closest to the property. Please respect our neighbours by not parking in their spaces. The parking is accessed by driving under arch to side of property. Strictly no EV charging.

EXTREME WEATHER

Sunnyside in Sheringham holds no responsibility for guests who are unable to attend our accommodation due to extreme weather or traffic conditions (e.g. snow, flooding, high winds, road traffic accidents/congestion, train delays, etc.). If a guest is unable to reach the site due to adverse weather conditions or travel issues, you will lose your full payment and an alternative date will not be offered. Please ensure you have full holiday / travel insurance to cover such eventualities. If we make the decision to cancel your stay for safety reasons due to extreme weather (snow or high winds), we will offer you an alternative date, subject to availability.

FORCE MAJEURE

Sunnyside in Sheringham accept no liability for events prior to or during your stay totally beyond our control, e.g. destruction of property due to flood, fire, earthquakes or acts of nature; or if the property becomes uninhabitable due to irreparable damage or on Health & Safety grounds that could not reasonably have been foreseen. In such instances, refunds will be at the discretion of Sunnyside in Sheringham management.