



Keys | *Holidays*

part of Arnolds | Keys

Visit us online for more properties and up-to-date availability | www.keysholidays.co.uk

Find your perfect holiday cottage in North Norfolk

2018

Welcome - your holiday starts here ...

Keys Holidays is a well-established holiday cottage letting agency, based in North Norfolk for over 40 years and located in the heart of Sheringham. We have a collection of over 70 properties that should appeal to all requirements and tastes, from modern urban apartments, close to popular shops and cafés, quintessential fishermen cottages from which to enjoy the fresh sea air to character filled boltholes hidden within the coastal villages; we have the perfect holiday homes for families, couples, groups of friends and don't forget your furry companion, as many of our properties are pet friendly.

For those of you that enjoy the outdoors, North Norfolk has a wealth of coastal and countryside walking and cycling paths, many located in Areas of Outstanding Natural Beauty. North Norfolk also boasts six Blue Flag award-winning beaches at Sheringham, East and West Runton, Mundesley, Sea Palling and Cromer.

Our friendly staff have a wide knowledge of all our properties and are happy to give advice to enable you to find the best accommodation for your holiday needs.

To whet your appetite, this brochure contains a selection of our portfolio, please visit our website to choose from all our properties located across North Norfolk, where you will find full descriptions, photo galleries, weekly and short break prices, special offers and late deals. Booking online is quick, safe and secure keysholidays.co.uk or if you prefer, we are on-hand to help you find the perfect cottage, so call us on 01263 823010.

No matter how you decide to book, we look forward to welcoming you to North Norfolk soon.

Louise and Gayle



Reading our brochure ...

To enable you to find the right property quickly, we have created icons for easy reference, letting you know all the key information at a glance. Many more property details and images can be viewed on our website keysholidays.co.uk

Icon key



How many people the property sleeps



Well behaved dog(s) welcome*



Parking is available at the property



A Wifi network is available

Sat.

Changeover day



Towels provided



Linen provided

**Several properties permit more than one dog, please visit our website for more information.*



Welcome - your holiday starts here ...

North Norfolk is well-known for its spectacular coastline, diverse wildlife, miles of glorious beaches, quaint seaside villages and a beautiful hinterland of rolling countryside and picturesque market towns and villages. North Norfolk is ideal for birdwatching, or perhaps enjoy a boat trip to see the seal colony at Blakeney Point.

Sandwiched between the lively seaside resort of Hunstanton and the pretty town of Sheringham is a spectacular coastline, most of which is designated as an Area of Outstanding Natural Beauty. Discover a landscape of tidal marshes, creeks, shingle spits, and extensive sandy beaches, to include Wells-next-the-Sea, a beautiful and historic seaside resort, Wells provides opportunities for sightseeing, water sports, bird watching, country walks and plenty of family fun. It also includes the Holkham Estate, an elegant 18th century Palladian style house. The house is surrounded by rolling parkland with opportunities to discover the wildlife and landscape with nature trails, cycle and boat hire on Holkham lake. Children can enjoy the exciting woodland adventure play area where there's an amazing tree house, high level walkways, rope ladders and fun zip wire. Visit the 18th century walled garden to the West of the hall to enjoy the peaceful and tranquil setting and see the ongoing restoration project to sensitively restore the 6 acres of gardens to its former glory.

Further to the East is the grand clifftop setting of Cromer, famous for the Cromer Crab – a fresh brown crab which you can find in many establishments throughout the town, or take a stroll along its

Victorian pier proudly stretching out to sea. Two miles southwest of Cromer is the imposing Jacobean Felbrigg Hall, run by the National Trust. The coastline then meanders southward to the secluded beaches of Mundesley and Happisburgh, and inland to the traditional market town of North Walsham.

The North Norfolk Railway begins and ends at refined Holt, a historic Georgian town which is a haven for artists, photographers, walkers and riders and is a town for all seasons which has become a mecca for discerning visitors looking for independent shops. Most of Holt was burned in its famous fire of 1708, and in its place rose a splendid Georgian town focusing on an appealing Market Place.

Or, just a short walk away is Holt Country Park with its 100 acres of woodland, picnic areas, nature trails and adventure playground.

There is also the Deep History Coast to explore, where the biggest and best-preserved mammoth skeleton was found, along with a prehistoric flint axe and 850,000 year old human footprints! Or enjoy a walk along the Peddars Way and Norfolk Coast Path, from Cromer to Thetford enjoy fantastic scenery including a Roman Road, the unique Brecks, low cliffs and extensive sandy beaches and dunes this Trail offers something for everyone from a gentle stroll to a 93 mile (150Km) walk.

Sheringham

Little do people know but Sheringham is the only place in England where the sun rises and sets over the sea! If you are looking to just

pitch up, relax and unwind then this traditional fisherman's town is ideal for you where the friendly atmosphere is second to none. A small fishing boat fleet is regularly launched from West Cliff and the beaches have yet again been awarded a European Blue Flag for their cleanliness with the town itself offering plenty of shops, watering holes and cafés. There are of course ample ice-cream parlours and chip shops within the town. The Mo Museum is a must visit, to discover the history of the town as told through the local residents.

West Runton

West Runton was famous in the 60s,70s and 80s as one of the country's leading music venues with bands like The Jam, Slade, The Clash, T-Rex and Chuck Berry all gracing this small Norfolk village. With the Pavilion now gone the swing of a golf club and lapping of the shore is probably as loud as it gets. The Links Country Park Hotel is a stone's throw from West Runton train station and The Royal Cromer Golf Club, and Sheringham Golf Club are within a five-mile radius with a frequent rail service running between Norwich, Cromer and Sheringham. West Runton also boasts a convenience shop, newsagent, café and The Village Inn.

Mundesley

Entered into the Domesday Book in 1085, Mundesley is proud to be able to boast having one of only six Blue Flag beaches in Norfolk. Along with a number of public houses, butchers, convenience store, florist, chemist and craft stores set along winding lanes, is a popular resort throughout the holiday period. Mundesley Golf Club is a great place to enjoy panoramic views over the surrounding rolling countryside.



Cromer

With the motto 'Gem of the Norfolk Coast' Cromer has always been an extremely popular seaside town, being famous for the Cromer Crab. Cromer has always been a pleasurable spot for all age groups to visit throughout the year with a number of attractions including the RNLI Henry Blogg Lifeboat Museum, Cromer Museum, The Amazonia Zoo and miles of Cliff Walks along the coastline. Cromer also has a mainline rail service to Norwich which links directly to London, Liverpool Street. The National Trust Felbrigg Hall and Gardens are just 4 miles from Cromer and open to the public the majority of the year. Being one of East Anglia's most elegant country homes it is certainly worth a visit.

Important guest information

Linen and towels

Bed linen and towels are provided in the majority of our properties free of charge. Where linen and or towels are not provided, please bring your own for some home comfort. Icons will denote if they are supplied. Please bring your own beach towels.

Cot and high chairs

When travelling with young children, we understand how many things children need and that packing is never easy! Some properties do supply cots and or high chairs (please bring your own cot bedding). Please view our website details to see if your chosen property does supply these.

Accessibility

We want your stay to be as comfortable as possible, so if you are looking for a property with certain features, we encourage you to view our website to see if your chosen property does meet your needs. Due to the position of some of our properties and nature of the environment, some may have better access than others. If you have mobility restrictions or other disabilities then please speak to one of our staff prior to booking who will advise on the suitability of your choice. Allergy sufferers should also check with us first regarding suitability of their choice if their condition is serious. We will endeavour to advise and assist in any way we are able. However, we cannot be held responsible should a property be booked that is unsuitable or inappropriate. The choice is ultimately the responsibility of the person booking the property.

Late arrivals

If you think you are going to arrive in Sheringham after 4.00pm, we can make arrangements for your keys to be collected at an alternative location. Please give us a call to advise if you are going to be late.

Departure

We hope you had a lovely holiday we will be sad you see you leave. Keys need to be returned to our office by 10am on the day of departure. Please leave the property and its contents in a clean and tidy condition, with all the windows and doors securely locked.

Cancellation Insurance

When a holiday is booked, the guest is entering into a legally binding contract. Keys Holidays does not sell cancellation insurance however you may have cover through bank accounts, credit cards or membership subscriptions. Cancellation insurance can be purchased online through a number of providers, but ensure whatever you choose is suitable for your circumstances (age, medical conditions etc.).

Property Descriptions

Our property descriptions are prepared some time in advance, as a result some advertised facilities may change. We may therefore alter property description at any time to reflect this. We will make all reasonable efforts to inform you of them.

Character Properties

We ask guests to bear in mind that many properties are period properties and were built before the days of damp proof courses and cavity wall insulation, so some properties may show signs of damp or smell musty. This is particularly pertinent if your party includes elderly/infirm persons or very young children. Should traditional cottage features (steep stairs, low ceilings, uneven floors etc.) be a problem for any member of your party, you should consider this when selecting a property, before making any booking. Please remember that when you stay in unfamiliar surroundings to familiarise yourself with the layout of the property (to enable a quick exit in the event of an emergency) and any quirky (unfamiliar to you) features. In rural locations, please be tolerant when it comes to animal sounds and scents, tractors, farm life and working hours - it's all part of being in the country!

Wi-Fi

Where Wi-Fi is an advertised facility, please note that its provision is subject to availability and network conditions. It may not be available 24-hours a day and is provided for pleasure, not for business purposes. Please note that Keys Holidays and the property owner cannot be held responsible for inappropriate content download or for disruption to the internet service brought about for reasons beyond their control.

Dog(s)

Your dog(s) is welcome in a number of our properties, wherever you see the dog icon. A price per dog per week does apply and can vary per property. Restrictions apply to certain beaches between April and September, so please do check signs for details.





9 Canada Road | Cromer

£300 - £575 per week

Modern living and close to all the amenities. The enclosed patio at the rear allows you to relax as the sun sets.



14 East Cliff | Cromer

£370 - £560 per week

WOW, enjoy stunning views out to sea and of Cromer pier. Location may not suit people with mobility problems.



White Lodge | Mundesley

£160 - £280 per week

With the town only a short walk away and the beach only 600m, this chalet is in a prime location for a quiet, relaxing seaside holiday.



103 Kings Chalet Park | Cromer

£210 - £395 per week

Light and airy with an open plan kitchen. Location offers direct access to cliff walks and the town centre.



1b Sea View | Mundesley

£495 - £995 per week

WOW, enjoy panoramic sea views and the sandy beach (blue flag awarded); one of the best swimming beaches in the UK!





Walma | East Runton

£510 - £720 per week

A well-appointed, stylish retreat set in a quiet location within easy walking distance of the beach.



14 Links Way | West Runton

£420 - £680 per week

With National Trust woodlands on the doorstep and only a stone's throw to the first tee of the Links Hotel Golf Course.



Hurn Cottage | West Runton

£355 - £540 per week

A charming cottage located just off The Hurn in this popular village.



The Old Barn Annexe | West Runton

£285 - £545 per week

Quirky, attractive and beautifully equipped, close to all the amenities and a short stroll to the sandy beach.



18 Slade Court | West Runton

£370 - £595 per week

Stunning ground floor apartment with double aspect windows allowing the light to flood into the room.



7 Links Way | West Runton

£410 - £615 per week

Set within an area of Outstanding Natural Beauty this property is just the place in which to relax and unwind.





1a Marriotts Way | Sheringham

£345 - £535 per week

Ground floor apartment, close to the Poppy Line Railway, with a courtyard garden for you to enjoy!



2 Augusta Court | Sheringham

£395 - £615 per week

This new style house lies tucked away off the main street, with modern comforts and a courtyard for you to enjoy!



2 Old Dairy Court | Sheringham

£495 - £720 per week

Modern holiday home, perfect all year round, with a wonderful courtyard and garden.



3 The Promenade | Sheringham

£385 - £585 per week

WOW, a room with a sea view, just for two! Ground floor apartment with unbroken views over the beach and out to sea.



2 Museum Cottages | Sheringham

£265 - £365 per week

A cosy, romantic retreat for two in the heart of Sheringham and your furry friend can come too!



5 Museum Cottages | Sheringham

£260 - £350 per week

A hidden gem in the heart of Sheringham, a lovely little bolthole for two.



3 Victoria Court | Sheringham

£370 - £595 per week

A light and airy, open plan, first floor apartment with a view of the sea, yet close to the town.



5 St Austin's Grove | Sheringham

£525 - £760 per week

A lovely home, situated in a quiet cul-de-sac, with far reaching views. Enjoy the wonderful gardens.





7 Kings Court | Sheringham

£425 - £655 per week

Yards from the seafront, this modern holiday home is perfect all year round.



8 Vista Court | Sheringham

£360 - £550 per week

WOW, this second-floor apartment has a wonderful panoramic sea view!



30 Cliff Road | Sheringham

£530 - £795 per week

Flexible accommodation over three floors, close to town and beach, perfect for the extended family or group of friends.



53 Childs Way | Sheringham

£370 - £595 per week

A cosy, well presented property with all modern amenities, garden and a conservatory.



10 Vista Court | Sheringham

£375 - £580 per week

This first-floor apartment has stunning views of the sea, yet is perfectly situated close to the town.



12 Vista Court | Sheringham

£385 - £595 per week

A top-floor apartment with amazing, far reaching sea views, towards Blakeney Point and Cley.



Anchor Cottage | Sheringham

£495 - £815 per week

A reverse-level house, tucked away behind the high street. Boasting en-suite shower rooms to all three bedrooms.



Annie's | Sheringham

£410 - £665 per week

This delightful cottage oozes character, including a free standing bath and stone floors, in the heart of Sheringham.





Ashley Cottage | Sheringham

£650 - £995 per week

This property ticks all the boxes, great location, quirky character, spacious living area and bring your furry friend too!



Beck Cottage | Sheringham

£410 - £645 per week

A cosy, well presented property with all modern amenities, a haven all year round.



Canary Cottage | Sheringham

£427 - £645 per week

This delightful cottage is located in the peaceful area of Beeston Common, within walking distance of the town and beach.



Beulah House | Sheringham

£490 - £995 per week

A spacious and beautiful contemporary house, just a three-minute stroll to the beach – a great base for a memorable holiday.



Branthan Cottage | Sheringham

£320 - £500 per week

This individual, unique flint cottage, lies tucked away, but close to the town centre.



Flat 1, 9 North Street | Sheringham

£425 - £650 per week

A spacious, well presented ground floor flat with a secluded garden in which to relax and unwind.



Flat 2, 30 Cliff Road | Sheringham

£355 - £530 per week

Well presented first and second floor maisonette is a traditional flint home with easy walking distance of the beach and town.





Cockleshell Cottage | Sheringham

£425 - £650 per week

This is a charming fisherman's cottage, situated just yards from the sea.



22 Cliff Road | Sheringham

£450 - £695 per week

This contemporary end terrace cottage, has a sunny back garden with BBQ and "beach hut," perfect for alfresco dining!



Flat 3, 7 West Cliff | Sheringham

£355 - £545 per week

This second-floor apartment offers wonderful sea views and is just a few steps away from the shops, pubs and restaurants.



4 Edal Court | Sheringham

£355 - £550 per week

This is a bright, spacious first floor apartment in the heart of Sheringham. Just moments from the sea front and shops.



Poppy Cott | Sheringham

£410 - £645 per week

A modern and contemporary retreat, with views over Beeston Common. This cottage will not disappoint!



Garden Flat, 30 Cliff Road | Sheringham

£335 - £520 per week

An immaculately presented ground floor apartment with a courtyard at the rear in which to relax and unwind.



Hedgerows | Sheringham

£425 - £660 per week

A characterful property with lots of charm. Dog friendly, perfect for a family holiday.





Kungshallen | Sheringham

£465 - £695 per week

A characterful single storey property in the heart of Sheringham, with off road parking.



Old Schoolyard Cottage | Sheringham

£335 - £510 per week

This individual corner cottage is just a short stroll from the beach and shops.



Romany Rye | Sheringham

£380 - £675 per week

A former fisherman's cottage close to the beach and town. It makes a perfect spot from which to explore.



Sandrock House | Sheringham

£445 - £765 per week

Location, Location, with views from the front towards the sea and just a few yards from the High Street.



Little Gem | Sheringham

£370 - £585 per week

You could not be more centrally located, perfectly situated for the many shops/restaurants and a short stroll to the beach.



Poppy Line Cottage | Sheringham

£390 - £625 per week

A light and cosy, comfortable, three storey, modern townhouse close to the town centre and Poppy Line Railway.



Spring Cottage | Sheringham

£335 - £555 per week

At the end of a quiet lane, this cottage has its own private garden in which to unwind and relax.



The Flints | Sheringham

£355 - £540 per week

A pretty brick and flint bungalow, situated in the grounds of a private house, minutes from the beach and shops.





The Hilton | Sheringham

£440 - £695 per week

Stunning sea views, this traditional flint and brick house makes a wonderful base located on fisherman's slope.



The Old Bakehouse | Sheringham

£425 - £670 per week

This spacious bungalow is in the heart of town and the open plan layout provides a great entertaining area.



Walnut Lodge | Sheringham

£340 - £640 per week

A beautifully presented bungalow set in a quiet cul-de-sac, close to Beeston Common.



25 Priory Road | Sheringham

£485 - £710 per week

A beautiful detached house in a mature residential street, just a few minutes' walk from the town centre and beach.



The Prairie | Sheringham

£995 - £1595 per week

Full of character and charm, this detached flint and brick house is perfect for families or sharing with friends.



Walcote | Sheringham

£465 - £710 per week

A charming semi-detached cottage, tucked away behind the high street. Boasting period charm and a secluded garden.



Westbrook | Sheringham

£390 - £590 per week

A delightfully modernised period, former fisherman's, semi-detached cottage ideally situated in a quiet location.



Shelley's Nook | Sheringham

£335 - £540 per week

An immaculate ground floor apartment, convenient for the town and beach. Enjoy relaxing in the outside enclosed courtyard.





4 Waterbank Road | Sheringham

£595 - £915 per week

A well-appointed house in the centre of town, close to the beach. Lovely enclosed courtyard for alfresco dining.



Flat 5, Erpingham House | Sheringham

£335 - £525 per week

A modern, first floor apartment, located opposite St Peters Church, convenient for the town centre and beach.



Beeston View Cottage | Sheringham

£540 - £795 per week

This flint fronted house has been extended and renovated, to provide a very comfortable base with a contemporary interior.



Overdale House | Sheringham

£590 - £795 per week

With its flint fronted appearance and convenient location, this wonderful, detached cottage will not disappoint.



Abbeydene | Sheringham

£425 - £645 per week

A delightful semi-detached cottage with wonderful views over Beeston Common.



Barnett Cottage | Sheringham

£335 - £540 per week

Only yards from the beach and shops, this cottage benefits from a courtyard garden.



Scrimshaw Cottage | Sheringham

£300 - £495 per week

A charming, romantic getaway for a couple; boasting stunning sea views from all rooms.



Fishermens Cottage | Sheringham

£690 - £995 per week

This stunning cottage will not disappoint. With its courtyard garden and deck over the babbling stream, perfect for alfresco dining.





Plot 40 | Kelling Heath

£250 - £595 per week

Holiday home ideal for those with limited mobility. Nestled in natural woodland at the award-winning Kelling Heath Holiday Park.



The Hay Shed and The Malting House near Sheringham, North Norfolk are two luxury holiday cottages. The cottages are converted barns over 120 years old and are situated close to beautiful Blakeney, Cley Marshes and Sheringham.

The barns have been restored and renovated into luxury 5-star holiday cottages by North Norfolk craftsmen to a very high standard of finish and decoration.

The Malting House and The Hay Shed together can successfully accommodate two large families or groups.

Guests can use the Woodlands Leisure Centre for free during their stay.

The Hay Shed | West Beckham

£700 - £1625 per week



The Malting House | West Beckham

£700 - £1625 per week



Terms and Conditions

1. Booking

- a) Keys Holidays merely acts as agent for the owners of the property, it does not hold any property interest. The rental arrangements are made by Keys Holidays on behalf of the Owners and the contractual relationship is directly between the Owners of the property and the Guest.
- b) Customers renting property through Keys Holidays are referred to as “the Guest”.
- c) A £15 booking fee is payable to cover the administration and processing of each booking.
- d) This Agreement is not intended to create a tenancy; the holiday maker is granted a licence to occupy the property between the agreed dates.

2. Duration of Rental

- a) Rentals are for a maximum of 4 weeks and commence at 2pm on the first day of the rental and end at 10am on the day of departure unless noted otherwise. This rental period hereafter is referred to as “the Holiday”.
- b) The period booked will be stated on the confirmation sent by email to the Guest when they book (the “Booking Confirmation”).
- c) The period booked cannot be extended unless approved by Keys Holidays. The Guest will be liable to pay the price for the extension before the extension commences.

3. Deposits

- a) A deposit of 25% of the total cost of the booking is required by bank transfer, cheque, online or telephone to secure the booking.

- b) The balance is due six weeks before the start of the holiday.
- c) If a booking is made less than six weeks before the Holiday is due to start, the full rent, plus any additional charges must be paid at the time of booking.
- d) Should the balance payment not be received at least six weeks before the holiday starts, the booking will be cancelled and deposit retained.
- e) Should Keys Holidays not accept or reject a booking request, all sums of money paid by the Guest in relation to the Holiday will be refunded immediately.

4. Cancellation

- a) If you have cause to cancel your holiday please notify our office immediately by telephone and then in writing.
- b) All reservation deposits paid to KEYS HOLIDAYS are non-refundable and the hirer will be liable for the full cost of the holiday if a cancellation occurs UNLESS Keys Holidays is notified as follows:
- c) Up to 6 weeks before the start of the holiday. In which case the hirer will forfeit the deposit and booking fee only.
- d) Less than 6 weeks before the start of the holiday and it is possible for Keys Holidays to re-let the property. In which case the deposit will be forfeited along with the booking fee, plus an administration charge of £30 plus VAT. The balance will be returned to the hirer. If the property is not re-let the hirer will forfeit the full cost of the holiday.
- e) If the booking was made within 6 weeks of the start of the holiday and it is possible for Keys Holidays to re-let the property, an amount equal to the deposit will be forfeited along with the booking fee, plus an administration charge

of £30 plus VAT. The balance will be returned to the hirer. If the property is not re-let the hirer will forfeit the full cost of the holiday.

- f) It is recommended that the Guest is covered by Personal Holiday Insurance.

5. Final Payment

- a) Unless otherwise agreed by Keys Holidays in writing (and subject to clause 7 below), the price for the Holiday shall be the rent for the property as set out on the Keys Holidays website and brochure at the time of booking.
- b) Subject to the Cancellation provision above, as soon as the booking is received and accepted by Keys Holidays and the Guests are in receipt of the Booking Confirmation, the guest is liable for payment of the balance of the rent, along with any additional charges that may be due in relation to the Holiday.
- c) Payment of the rent and additional charges are payable to Keys Holidays six weeks before the start of the Holiday and non-payment by the Due Date could be considered by Keys Holidays as a notice of cancellation.

6. Method of Payment

- a) Payments may be made by electronic bank transfer, cash, cheque, debit card or credit card.
- b) Cheques should be made payable to ‘Keys Holidays’.
- c) Any charges raised against Keys Holidays by their bank for handling dishonoured cheques, bank transfers or any other payments will be passed onto the Guest who are liable to reimburse Keys Holidays.
- d) There is no charge for card payments.

7. Price changes

- a) Keys Holidays reserves the right to amend prices on the website due to errors or omissions, but such charges shall be notified to the Guest as soon as possible and the Guest shall be able to cancel the booking if the amended price is significantly higher than the original price quoted.

8. The Guests Obligations

- a) To pay for any losses or damages to the property and contents caused by The Guest or a member of their party and inform Keys Holidays immediately so items can be replaced or repaired prior to the arrival of future Guests.
- b) To take good care of the property and leave it in a clean and tidy condition at the end of the Holiday, with exception of linen to be laundered.
- c) A cleaning service is not provided during the holiday unless otherwise specified.
- d) On departure all windows and doors must be checked and securely locked. Keys must be returned to Keys Holidays office in Sheringham or the organised key safe and the key safe locked properly.
- e) In the event that keys are not returned, then a charge will be incurred by you, the Guest to cover locksmith costs to change locks and replace keys.
- f) The Owner and Keys Holidays retains the right of access.
- g) Not to part with possession of the property, or share it, except with members of the party shown on the Booking Form. All Guests at the property must be notified to Keys Holidays at the time of booking.
- h) Not to sell or transfer the booking to another party without Keys Holidays agreement.
- i) Not to exceed the total number of people stipulated in the property description.

Terms and Conditions

9. Pets

- a) Pets are permitted within certain properties and if allowed they are to be kept under control and exercised off of the premises. There may be an additional charge per pet, per week.
- b) Pets are not permitted in the bedrooms or on the furniture and neither Key Holidays nor the Owners can accept responsibility for their safety.
- c) Pets must not be left in the property unsupervised. Where a property does not accept pets, Keys Holidays or the Owners cannot guarantee that there have been no pets previously kept at the property. Nor does the owner or Keys Holidays accept any liability for any suffering which may occur as a result of such pets having been present.
- d) Any fouling of internal areas shall be professionally cleaned and the cost borne by the Guest. Any accidents must be reported immediately.
- e) Any fouling of lawns, paths or outside surfaces shall be cleared up without delay, by the Guest.
- f) Any other type of pet is by prior arrangement only; the owner of the property reserves the right to charge a small fee.
- g) Please do not take pets to properties where Keys Holidays and the Owners have stated that pets are not permitted.
- h) Please be aware that if a garden is advertised, this does not necessarily mean it is secure for your pet.

10. Sudden unavailability of the Property

- a) We do not anticipate any problems but in the unlikely event for any reason beyond the Owners control the property is made unavailable or the property becomes unsuitable for holiday letting on the date booked by the Guest, all rent and charges paid in advance will be refunded.

11. Complaints

- a) All complaints must be notified to Keys Holidays as soon as possible, as Keys Holidays may be required to carry out investigation and if necessary, request the Owner to take action – it is always more difficult to deal with after the holiday.
- b) If Keys Holidays or the Owners are denied the opportunity of investigating the complaint within a reasonable time or denied the opportunity to put matters right during the Holiday, then the Guest will waive all rights.
- c) All complaints relating to the cleanliness of the property should be reported within two hours of entry to the property.
- d) No refund will be given or compensation paid, if you do not give us reasonable opportunity of solving the problem before you return home.

12. Liability

- a) Keys Holidays will not be liable for any act, neglect or default on the part of the Owners or any other person not within their employ or otherwise under their control, nor for any accident, damage, loss, injury, expense or inconvenience, whether to person or property, which the

Guest or any other person may suffer or incur arising out of, or in any way connected with, the rental unless Keys Holidays is responsible.

- b) The Owners and Keys Holidays accept no liability for loss of, or damage to the Guest's possessions on the Owners property or land.
- c) Nothing in these clauses excludes or limits the liability of Keys Holidays or the Owners: For death or personal injury caused by Keys Holidays or the Owners negligence. For any matter which it would be illegal for Keys Holidays or the Owners to exclude or attempt to excluded their liability.

13. Personal Belongings

- a) If the Guest, or any members of your party leave any personal belongings behind at the property after departure, the Guest will be charged the cost of postage and packaging and an admin fee to have them returned.
- b) Any items found by the servicing company responsible for the property will be disposed of within 30 days if not claimed. All perishable foods will automatically be disposed of at the time of the changeover.

14. Appliances

- a) TV's, washing machines, tumble dryers, fridge/freezers, dishwashers, showers, microwaves, toasters, CD and DVD players plus BBQs cannot be guaranteed in the event of a breakdown during your stay. Everything will be done to repair or replace the item as soon as possible.





HOW TO BOOK

Please visit our website keysholidays.co.uk - search for your perfect property and click the 'book and pay online' button. Payments through our website are totally secure and it is the quickest way to confirm your booking.

Alternatively, telephone our **booking hotline 01263 823010** between 08.30 to 17:00 Monday to Friday and 09:00 to 16:00 on Saturday.

Payments: A deposit is due at the time of booking. This represents 25% of the booking fee. Full payment is required six weeks prior to arrival.

In addition, a £15.00 booking fee is payable to cover the administration and processing of each booking

Keys Holidays

11 Station Road | Sheringham | NR26 8RE

T: 01263 823010

E: info@keysholidays.co.uk

W: keysholidays.co.uk