

# *Luxury Beach House Rental*

## THE NEW ENGLAND BEACH HOUSE

### **Frequently asked Questions and Answers:**

#### **What time can we check in:**

Check in time at The New England Beach House is 4.00pm

#### **Can We Check in Early:-**

All our houses are cleaned thoroughly between each stay by our professional cleaning team and we require all the time to ensure that the houses are perfect for your arrival so we are not able to offer you an earlier check in. If however, the house is available earlier we will, of course, let you know. Our House manager will let you know if this is possible on the day of your arrival.

#### **Damage Deposit:-**

Your damage deposit must be paid prior to your arrival. Please ensure that you have contacted our office to make payment prior to your arrival. The card details will be held during your stay in the event of any damages occurring during your stay.

#### **Can we arrive early and park:**

We are unable to offer your parking before your allocated check in time. You can park in East Preston Village if you arrive early for free. Please do not park in the South Strand Car Park on arrival. This car park is for residents only and requires a permit, we cannot be responsible for any parking tickets you may receive. At your check in you will be given all parking instructions.

#### **How is the Wi-Fi at the Property:-**

Wi-Fi is available at all our houses and the houses receive good download and upload speeds and are able to handle multiple devices streaming at the same time. We do not have fibre broadband in the area. All broadband is delivered via BT overhead wires and it may be that Wi-Fi can be affected by certain conditions that are out of our control. However, it is not suitable for excessive gaming or film downloads.

**Bedroom Configuration:-**

You will have been asked on booking how you would like your bedrooms to be set up. Please refer to our interactive floor plan on our web site to make sure that we have the correct bed plans prior to your stay. Please note that we are unable to make changes to your bed plans on the day of your arrival.

**Pet Friendly:-**

We love all four-legged friends and they are very welcome to all our houses. We do have a few rules. Please do not allow your dogs on the furniture, beds or upstairs. Please clear up all dog mess from the gardens. Any additional cleaning of upholstery, beds, due to dogs being on furniture or beds may be deducted from your deposit.

**Is the Beach Dog Friendly:-**

Yes, the beach is dog friendly all year round. There are no restrictions regarding dogs allowed on our beaches.

**Can I have additional guests at the Property:-**

We only allow guests that details have been provided for on your initial guest information form. Additional guests are not allowed at the properties. Any additional guests will be asked to leave.

**Decorations at the Houses:-**

No outside decorations, balloons, bunting are allowed. Discreet balloons are allowed in the house but must be discreet and not visible from outside.

**Hot Tubs:-**

Our Hot Tubs are cleaned each changeover to ensure that they are perfect for your stay. It may be that they are not up to the correct temperature on the time of your arrival, but they soon will be. May we kindly ask you to shower prior to getting in the hot tub and that any fake or spray tan may affect the quality of the water. Additional call outs from our Hot Tub contractors to adjust water PH balances will be charged for. Please do not use the hot tub if you are under the influence of alcohol or sedatives. The Hot Tubs must not be used after 10.00pm.

**What Time do we Check Out:-**

Check out time at all our houses is 10.00am on the day of your departure, unless specifically agreed otherwise. Guests will receive a check out text the day before departure giving all details of check out.

### **How should we leave the Property on Check Out;-**

All our properties are professionally cleaned after your departure but are expected to be left clean and tidy on departure. You do not need to strip beds. Please put on the dishwasher for any remaining dirty dishes. Please ensure that you leave all keys at the property on departure.

### **When will I get my damage Deposit back:-**

Your damage deposit will be returned to you the following Friday after your stay.

### **What should we do with our rubbish:-**

All rubbish should be placed in the appropriate Council bins prior to departure. There are recycling bins and general waste bins provided. All household waste, including nappies, should be placed in black bin liners or the Council will not collect it and then you will be charged for an extra collection.

All dog mess should be properly bagged and put in the Council Dog Waste bin at the end of South Strand (sea end).

### **What's Included with The Property:-**

- Luxurious White Egyptian cotton bed linen and towels (bath and hand) – however, you will need to supply your own beach towels for the hot tub and the sea
- Travel Cots (available upon request) – Please bring your own cot bedding with you
- Highchairs (available upon request)
- Liquid soap
- Hairdryers
- Sky TV
- TVs in all bedrooms
- Wi-Fi
- Fully fitted kitchen with large supply of china, glass, cutlery, pots, pans, serving dishes etc

- Food processor, hand blender, toaster, kettle, microwave
- Cafetieres and Coffee Machine – please supply your own coffee – fresh ground coffee and ‘Nespresso’ pods (original or compatible Nespresso pods)
- Tea towels, oven gloves all provided
- Tea, instant coffee, sugar, dishwasher and washing machine tablets, washing up liquid, kitchen roll, tin foil, cling film, loo paper also provided
- Dishwasher
- Washing Machine
- Tumble Dryer
- American-style Fridge/Freezer
- Rangemaster with two electric ovens and five gas hobs
- Iron & Ironing Board
- Gas effect fire in The New England Beach House
- Utility Bills
- BBQ – gas is provided
- 7-seater Beachcomber Hot Tub at a constant 38 degrees all year round and professionally serviced weekly
- Outdoor eating areas
- Sun loungers

**Miscellaneous Items you might want to bring with you:**

- Toiletries
- Bathrobes (especially for the hot tub)
- Ice (some provided)

[www.luxurybeachhouserental.com](http://www.luxurybeachhouserental.com)