**Seaside Place Shoreham - Terms & Conditions:**

Version 1.1; effective 1 July 2025

References to “we” and “us” in these terms & conditions relate to Seaside Place Shoreham (also referred to as “Seaside Place”, “the House” & “the Property” and references to “you” and “your” relate to the LEAD GUEST, namely the person making the booking who must attend the holiday booked.

When booking accommodation directly with SEASIDE PLACE SHOREHAM, you are agreeing to enter into a binding contract with us

When booking to stay with us via an approved third party agent including but not limited to AirBNB, Booking.com, VRBO & Cottages.com, your payment is made to the third party and your booking will be subject to the terms and conditions of that agent.  We cannot accept responsibility or liability for their policies, processes, terms & conditions or decisions and any changes, cancellations or booking queries should be referred back to the relevant agent. However, you are still also subject to the relevant conditions that apply to all our guests as set out below

**Your Booking**:

The lead guest for your Booking must be over 21 years old and must be present at Seaside Place Shoreham for the full duration of the booking. We do not accept bookings that are made by a third party on behalf of other intended guest(s). Your Booking is personal to you and you cannot assign or transfer it to any other person without our prior written agreement.

As lead guest, you will be fully responsible for the actions of all members of your booking party and for ensuring that they adhere to these Terms & Conditions

All members of your intended booking party must be identified on the booking and/or on the Registration Form sent by us following the booking. You will be required to furnish us with the full name, address, contact & other identification details (including nationality and passport number for non-UK nationals) for all guests as required by law, insurance, or other relevant authorities, and to confirm your agreement to these Terms & Conditions. The Registration Form must be signed and returned by you within 7 days of issue. If your stay is due to start less than 7 days from the time of booking, the Registration Form must be signed & returned by you within 48 hours of issue or at least of 24 hours before the start of your stay, whichever is the sooner.

We reserve the right to refuse any booking without explanation within 48 hours of receiving the completed Registration Form. A refund of all monies paid will be made within 10 working days notwithstanding that if the direct booking was made in breach of these Terms & Conditions, any costs incurred including but not limited to payment card fees, will be deducted from the refund.

Seaside Place Shoreham has a maximum occupancy of 12 guests. This maximum excludes infants under 2 years old who do not require a bed & will sleep in travel cots, such infants who must be identified as such on the booking form

Any proposed changes to your booking party and/or any visitors are subject to approval and must be requested to us in writing at least 7 days before the start of your stay. and will be subject to our approval

Only the people named on the booking and/or on the signed Registration Form, may stay with us or use the Property at any time.

Any additional guests are subject to prior arrangement & a supplement of £100 per person per day. Such additional guests must be requested to and approved by us in writing at least 7 days before the start of your stay

You will be held responsible for the behaviour of any visitors & liable for any loss or damage to Seaside Place, howsoever caused, during your stay. We will not be liable for any personal injury loss or any other claim as relates to visitors to Seaside Place Shoreham

**No stag or hen parties**, or other organised groups are permitted to stay without prior written permission from us

**Pets** will be considered and are generally welcome at Seaside Place, Shoreham, subject to

1. Advance payment of the designated supplement; currently £100 per pet and per stay
2. written approval by us upon confirmation of breed, size & other such details as we should deem necessary to confirm suitability
3. your commitment to clean up after them throughout the Property, inside and outside the House
4. no pets being left unaccompanied at the Property
5. no pets being allowed on any beds at any time
6. no pets being allowed in the Hot Tub at any time

**Cancellation / No-show / Refunds** :

Bookings made directly with Seaside Place, Shoreham are non-refundable

If you made your booking via a 3rd Party agent, please refer to the cancellation terms applicable to that agent and direct your request to the agent accordingly.

If you do not contact us and you have not arrived by noon on the day following your booking start date, we will deem your booking as having been cancelled by you and you will not be entitled to any refund or amendment

You are not entitled to any refund if you or any of your guests leave before the end of your holiday unless agreed with us in writing prior to leaving.

You are strongly advised to take out travel insurance to protect you against unforeseen circumstances that may prevent or disrupt your stay. You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage) as required

**Key code** arrangements, check-in details & other essential information for your stay will be provided by email prior to check-in or upon receipt of final cleared payment for last-minute bookings and are in all cases subject to our receipt of your signed Registration Form and/or other such information as is required at the time.

**Arrival & Departure Times**: The property will be available to you from 3pm on the day of arrival & must be vacated by you by 11am of departure unless otherwise agreed with us.

**Security Deposit**: Prior to your stay, a refundable security deposit of £600 will be requested for payment directly in case of any loss, damage or additional cleaning costs incurred during your stay. This payment will be promptly returned to you following your stay either in full or less any deductions as needed in one or more of the circumstances mentioned above.

**Inclusions / Exclusions**: The price paid for your stay includes use of the accommodation, heating, water, wifi & sundries for use in the House.  It also includes linen & towels for use inside the property only. You should bring additional towels for the Hot Tub and separate towels & swimwear if you plan to visit the beach or use the hot tub.

* NB: Use of the Hot Tub &/or Barbecue is only included if the applicable supplements have been paid by you & confirmed by us ahead of your stay.

One travel cot is available at the property for which you must provide your own bedding including bottom sheet & mattress as required

Our sofa, cushions and other furniture outside of the designated bedrooms may not be used as a bed by any guests or any pets

**Issues or Concerns during your stay**: If you have any cause for concern during your stay, you must notify us immediately and give us the opportunity to rectify the matter.

You must let us know on arrival of any pre-existing issues or damage or if anything appears to be missing - to avoid later being held responsible for such issues or damage.

You agree to keep & leave the Property and the furnishings, including items such as kitchen equipment, crockery & glasses clean & in good condition. You agree not to cause any damage, including but not limited to the use of tape or blu-tack, to the walls, doors, windows or any other part of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You must inform us as soon as any accident, incident, issue, or concern should arise that you feel may affect the quality of your stay and/or give rise to any potential complaint or claim by either party. We work hard, along with our team, to deliver a 5-star experience for all guests, but can only seek to assist if we are informed of any issues or concerns. We will not take into consideration any claims or complaints that are made retrospectively under any circumstances and no correspondence will be entered into regarding matters raised after your holiday has ended, or where we have been denied the opportunity to address any of your concerns during your stay

Seaside Place Shoreham cannot be held responsible and will not be liable for matters outside our control including, but not limited to, weather & weather-related issues or damage; disruption to or temporary failure of any third party service or supply including electricity, gas, water and WIFI; unforeseen failure of any appliance, disruption or delay due to traffic, roadworks or other transport systems

**Your Further Commitments**:

You are responsible for maintaining the accommodation in a clean and tidy condition throughout your stay and for leaving it clean, tidy and empty of your belongings as well as all rubbish at the designated end of your stay.

You must ensure that all doors & windows are closed & locked when the accommodation is unattended to prevent unauthorised access. You are also expected to use the heating & air conditioning in a conservative & environmentally aware manner by keeping windows & doors closed when in use; and the hot tub lid replaced when not in use.

You must not change or remove any of our furniture, fixtures or fittings or remove any consumables that are supplied for the enjoyment of all future guests

You must not change or install any locks on any doors or windows nor have additional keys made for any locks. You must not share your key code with anyone outside your booking party. You must not enter or re-enter or attempt to enter or re-enter the property before or after your designated stay without our written permission.

You must use Seaside Place Shoreham only as a holiday home. You are not entitled to use it as a temporary home or as an alternative to your permanent home, must not operate a business or allow others to engage in any business activity at the property without our prior permission nor use it for any improper, immoral or illegal purpose

You will be responsible for the full cost of any repairs or replacements for any damage or loss howsoever caused to Seaside Place Shoreham, its fixtures, fittings or other contents during your stay. We reserve the right to deduct such cost directly from the Security Deposit and / or to claim any necessary incremental payment from you, such payment not to be unreasonably withheld or delayed. A written explanation will be provided to support any proposed deduction or incremental charge, supported as applicable by *a* written quotation and/or other evidence for the cost of rectification.

**Smoking / Vaping** is strictly prohibitedinside the property, in or around the Hot Tub, or within 5 metres of any window or door to Seaside Place. If smoking outside all butts & other debris must only be disposed of in the ceramic jugs & pots provided. You must never drop them on the faux grass or onto the beach.

**Barbecues, candles, incense, oil burners and all other sources of naked flame** are prohibitedinside Seaside Place Shoreham and on Shoreham Beach, which is a Nature Reserve

**Electric Vehicles** cannot currently be charged at Seaside Place Shoreham. If you will be using an electric vehicle during your stay please familiarise yourself with suitable local charging stations prior to arrival as under no circumstances may you use the power supply to or from Seaside Place Shoreham for this purpose.

**Electric Scooters & E-bikes** must not be stored inside, nor may the batteries for such vehicles be charged at Seaside Place Shoreham under any circumstances

**Guest’s Own Small Electrical Items:** It is natural that you will bring various small electrical items with you. However, these will not have been PAT tested and, should they cause a fire, this may invalidate our insurance thus making you liable in full. With many reported cases of fires caused by eg plugged in baby monitors or phone chargers left on beds, you are required to ensure that any of your own small portable electrical appliances are unplugged & switched off when not in use and/or when you are not in the House. Power-hungry items such as portable air-conditioning units or any form of room heating or cooling device may not be brought into or used in the House

**Your Belongings:** Please ensure that you look after any belongings which you bring to Seaside Place Shoreham and do not leave any valuables unattended.  We recommend that you take out adequate insurance cover to protect against loss, theft or damage to your belongings outside of your home. We do not accept any liability for loss or damage to your belongings. Please also check carefully that you have all your belongings with you prior to departure.  We cannot accept any responsibility for items left behind.

**Hot Tub**: Whilst we will do everything possible to ensure the hot tub is fully functioning throughout your stay this cannot be guaranteed & is not grounds for cancellation. All members of your party must read and adhere to the following advice and requirements prior to using the hot tub

* The hot tub is used at your own risk. You accept & acknowledge that risks & injury may be caused or increased by your own acts, omissions, negligence or failure to follow hot tub guidelines provided by us & we shall not be liable in such circumstances.
* The hot tub is not for use by children under 5 years old
* Children under the age of 18 years must not use the hot tub unless accompanied by a responsible adult
* No pets may enter the hot tub
* Pregnant women and/or guests with underlying health conditions that may be affected by heat (eg heart conditions and high or low blood pressure) must not use the hot tub without prior consultation with and written approval from a doctor
* Prolonged immersion in the hot tub may be hazardous to health. You should exit the hot tub if you feel unwell, uncomfortable, giddy or faint.
* The lights & jets must be turned off & and the cover must be secured in place whenever the hot tub is not in use.
* You must not sit, stand or place anything on the hot tub cover
* You must shower both before & after using the hot tub
* You must not use the hot tub if you use fake tanning products
* You must avoid the use of oils, bubbles & 24-hour sunscreens; you must remove make-up & jewellery & refrain from nudity in the hot tub
* Swimwear & towels used in or around the hot tub must not have been previously used at the beach or in a swimming pool to avoid contamination from sand, salt or other chemicals
* No glassware or crockery may be used in or around the Hot Tub. Melamine wine glasses, tumblers & tableware are provided for your outdoor use.
* Under no circumstances should any member of your party release any water, tamper with the electrics or mechanics of the hot tub or switch it off at the mains during your stay unless instructed to do so by us or our approved contractor.
* We reserve the right to drain the hot tub, discontinue access and/or charge an additional fee of £100 should the hot tub require deep cleaning during your stay due to misuse, non-showering, drink, food or other debris in the water.
* You will be held responsible and incur charges for the full damage to the Hot Tub and/or Lid which occurs during your stay

**Location**: Seaside Place Shoreham is situated in a residential area with families & local people with busy lives. Noise travels at the beach, which is a peaceful place, hence you must keep noise to a minimum outside after 10:00pm and show respect to all contractors & neighbours at all times.

**Smart Doorbell and Heating System**: The smart doorbell positioned on the front door has video & sound recording capability that reaches immediately outside the front of the House & into the Driveway only. It must be kept always switched on and not tampered with or covered in any way so that it can be accessed remotely should the need arise. Our heating system also require uninterrupted remote access. These devices have been installed for the safety, comfort & security of all guests, contractors, owners and the property itself. You must not disconnect or otherwise tamper with the wifi system or the power supply to the House or to any of these devices accordingly.

**Inspection / Maintenance**: We reserve the right to inspect the premises and/or to carry out any necessary maintenance during any holiday let period. We have also granted this right to our appointed agents & contractors. We will endeavour to give you prior notice should we need to attend and'/or enter the accommodation during your stay but reserve the right to attend and/or enter without notice in case of emergency or where we have reasonable cause to suspect a breach of these terms & conditions.

**Termination of Contract**: We will terminate any holiday let and you will be required to leave Seaside Place Shoreham with immediate effect should there be evidence of disturbance within the property, any breach of these Terms & Conditions, any illegal activity, damage, vandalism to the property or public disorder offence involving the police. In this instance, there will be no refund of monies paid in lieu of accommodation.

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By placing a booking you agree to be bound by these Terms & Conditions, which we trust are not too onerous,s and hope you will agree are simply common sense. If you do have any concerns or questions please do not hesitate to contact us prior to booking directly or within 48 hours of receipt of our Registration form for 3rd Party agency bookings.

***It is highly recommended that you take out holiday insurance to cover all unforeseen eventualities***

We are sure that you will love and respect Seaside Place Shoreham and hope that you will have a wonderful stay with us.