

Frequently Asked Questions

What time can I arrive at the property?

Arrival time is 4.00pm

What time do I need to vacate the property?

Vacation time is 10.00am

Can I bring my dog?

Yes we allow one dog within the price of your stay. An additional dog will be subject to a further charge of £30.

Please let us know the breed of your dog.

Guideline's when bringing your dog, please consider our neighbours.

We ask all dog owners to adhere to the following guidelines – failure to do so may result in you being asked to leave without compensation.

- Dogs must be kept under strict controls at all times while on the property, which includes excessive barking, it may impinge on neighbouring properties.
- Any fouling of lawns/grounds must be cleaned up without delay. Dog mess not cleaned up prior to departure may result in extra cleaning costs for which you will be responsible.
- **DOGS MUST NOT BE LEFT ALONE IN THE PROPERTY!**
- Dogs must not lie on the beds or seats or be allowed in the bedrooms and dog hair must be cleared up before departure.
- Dog owners must ensure their pets are free from parasites and fleas before they occupy the property.

Is the garden enclosed?

The property does have a small enclosed garden; however we cannot guarantee the safety and security of this and cannot take responsibility for the integrity of any fencing/hedge/wall.

I have an allergy to pet hair.

We cannot guarantee that our property, which does allow dogs, will be allergy free.

Are bed linen and towels included?

Bed linen is included at our property. Bed linen is **not** provided for the travel cot should you require it.

Towels are provided – this does not include beach towels, or any tablecloths.

Does the property have a cot?

There will be a travel cot in the property. **Please bring your own cot bed linen as this is not provided.**

Stair gates are **not** provided at the property.

Does the property have a TV?

Yes, our property has basic equipment which includes a colour television, microwave, iron and ironing board, cooker, fridge.

Is electricity and gas included in the price?

Gas and electricity is included in the rental price unless otherwise stated in the property description.

We do ask that guests use the heating in a responsible manner and be mindful of the environment: i.e. turn the heating off when you are out for the day and turn the thermostat down overnight.

Is there a BBQ in the garden?

Due to Health and Safety and cleanliness reasons there is not usually a BBQ at the property. We would recommend that guests use disposable ones in a responsible manner.

What will be in the kitchen?

The kitchen will be sensibly equipped for the stated number of guests including, saucepans, crockery, cutlery, glassware. Any specialist items such as a wok or griddle should be brought with you.

Will there be cleaning materials in the property?

As a minimum there will be a Hoover and brush in the property but there may not be any cleaning materials as contract cleaners are not allowed to leave them in the properties due to Health and Safety regulations.

Is there Wi-Fi at the property or a good mobile phone signal?

We do offer Wi-Fi but we cannot be held responsible for lack of signal or should the service not be available.

Please check with your provider for mobile phone signal coverage. You can also try this link: <http://ask.ofcom.org.uk/help/telephone/mobilecoverage>

There are patches in the rural areas where the signal is poor or non-existent.

Is there parking at the property?

There is parking for two vehicles at the property in a tandem garage.

Can I smoke in the property?

Our property is strictly no smoking.

Should you smoke in the garden/outside space, please clear up any cigarette ends.

Where evidence of your smoking has taken place within a property, additional cleaning costs may be incurred including the hire of an air purifier.

Can I take a short break?

Our booking system only allows seven days breaks with a Saturday change over.

How can I pay?

You can pay by cheque or bank transfer. Please ask a member of our team for payment details.

How do I make a booking?

Please complete an online booking. Alternatively, please call our Office on 0121 752 4919 and we will confirm availability and make a booking for you.

One of our team can also answer any queries you may have on a property or if you are unsure of any aspect of a property, please ask.

What if something goes wrong whilst I'm on holiday?

Please call Dorset Cleaning Services immediately. Their office is a short distance away from the property. They will try to resolve any issue as fast as practically possible. There is also an out of hour's number available for Dorset Cleaning Services at the weekends for domestic emergency issues that cannot wait until the office is open. The number can be found by calling the usual office number.

What is the office address?

Dorset Cleaning Services Ltd, Unit 11 Basepoint, Jubilee Sidings, Weymouth, DT4 7BS

What is the Office phone number?

Our telephone number is 01305 858272

What if I arrive late and I have a problem?

We ask that guests aim to arrive by 4pm on the Saturday to ensure everything is satisfactory before the closure of Dorset Cleaning Services Ltd.

There is an out of hour's number available at the weekends for domestic emergency issues that cannot wait until the office is open. The number can be found by calling the usual office number.

Can I exceed the number of guests allowed and put my kids on an inflatable bed? Or can we put a tent in the garden?

Due to Health and Safety Regulations and owners' insurance, the number of guests cannot exceed six guests.

Infants still sleeping in cots are not included in the party size.

What if I have special requirements?

Please ensure when booking that you check any particular points of interest such as distance to the shops, location, number of steps, traffic noise, proximity to roads etc. Please also see the access statement for the property on our website.

What if I need to cancel?

In the event of you cancelling your holiday and you either have no insurance provision or the policy you have does not cover your reason for cancelling you must still pay the full cost of the holiday to The Benevolent Fund. In such cases we will make every effort to re-let the property for the period booked. If successful a refund of monies will be paid, less an administration charge of £50.00. If we are unable to re-let the property then as stated above you will be liable to pay the full cost of the holiday. In all cases WMP Benevolent Fund must be notified in writing.

Will I need to pay a security deposit?

We do not ask for a security deposit. You will however be asked to pay £100 non-refundable deposit to secure your booking.

