



## the chapel thornham

### Your Holiday Information

#### Arrival and Departure

Full Week breaks Arrival and departure day is Friday Arriving 4pm onwards departing Friday 10 am prompt.  
Weekend breaks are 3 nights – Arrive Friday 4pm onwards departing Monday 10am prompt.  
Midweek breaks are 4 nights – Arrive Monday 4pm onwards, departing Friday 10am prompt.

Please do not arrive early, unless previously arranged as time is needed to thoroughly clean the property between lets. We also ask that you leave the property by 10am on departure day for the same reason.

#### Key Collection:

We live next door to the Chapel Thornham. However, Please can you advise us what time you intend to arrive so that we can ensure that we are at home. Nick's mobile is 07768 250 000 and Lucinda's is 07771 705 001. If you intend to arrive later than 6pm - please advise us in advance of the day of arrival.

#### Welcome Pack

We provide a starter Welcome Pack tray with tea, coffee, jam and marmalade and a homemade loaf of bread.

#### What is included

We supply linen for each bed, one hand towel and bath towel per person and in the kitchen 7 tea towels, a starter amount of dishwasher tabs & a loo roll for each bathroom. Electricity and heating is included. The under floor heating has a night, morning and day pre programmed schedule & each room has a thermostat to ensure a constant temperature and should not need to be adjusted. The amount of insulation the new building regulations have insisted in this conversion really helps keep the place cosy. As well as this there is the multi fuel wood burner. –We supply one full log basket, a few firelighters and coal scuttle full of fuel for the fire – (more is available to purchase as required).

#### Extra Persons

The Chapel Thornham can accommodate 2 extra people on the sofa bed in the Lounge and 1 more if sharing the small double base bunk bed making a maximum capacity of 9 people. Under no circumstances may more than the maximum number of 9 persons occupy the property.

#### Cleaning

The Chapel is thoroughly cleaned between holidays. We ask that you leave the property and its contents clean and tidy.

#### Alterations to Bookings

We cannot accept a change of holiday booking date once we receive your full payment. If you change or cancel the date of your booking after we have received your deposit we cannot carry transfer or refund your deposit.

Security deposit - We ask for a £150 security deposit - please see terms and conditions Damage section.

#### Customer Service

If you are unhappy with your booking or the way it has been handled, please let us know immediately.

If there are any problems that arise during your stay, you should contact us immediately and we should put the matter right as soon as possible. No correspondence can be entered into in the case of complaints made after you have returned home when it will be appreciated that it is quite impossible for them to be effectively investigated.

We will do all we can to rectify the matter – if we are unable to do this and in our opinion, your complaint is justified, we will arrange a re-imbusement of the cost of your holiday or part thereof.

Our liability is limited to the price you paid, except in the case of legal liability for personal damage or injury, for which purpose public liability insurance is carried by The Chapel Thornham.

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