

## **Shalfleet Mill, Mill Road, Shalfleet, Isle of Wight PO30 4NE**

Conditions of Hire – October 2009

(Please sign and return with your Booking Form)

### **1. Arrival and departure**

- a) For weekly rentals you may arrive anytime after 4pm. We ask that you depart before 10am to allow us sufficient time to undertake the necessary cleaning and household jobs in preparation for the next letting. Please liaise before your arrival to arrange meeting you to hand over the keys. We aim to walk you around the property on your arrival in order to acquaint you with the features of the house.

At the end of your stay we will arrange with you what to do with the keys. *If you are able to strip any of the beds that you have slept in we would be most appreciative.*

Please liaise with either Emma Hutchings or Zoe Wyatt about collecting and returning the keys.

- b) For short breaks please discuss your preferred arrival and departure times with the letting agent. We will do our utmost to be flexible. *Again, as for the weekly rentals, if you are able to strip any of the beds that you have slept in we would be most appreciative.*

Please ensure that you take all your personal belongings with you when you leave. If you do leave anything behind please telephone Emma Hutchings to see if they can be found and returned. This will be at your expense.

### **2. Payment and what the rent includes**

To secure your booking we require 25% of the holiday rental which is non refundable in the event of you needing to cancel. Please make your cheque payable to **ADRIAN WYATT - SHALFLEET MILL** and send it along with the signed Booking Form and the signed Conditions of Hire to Mrs A Wyatt Broom Manor, Near Cottered, Hertfordshire SG9 9QE. Upon receipt we will issue you a Booking Confirmation/Invoice. The balancing 75% payment is due 8 weeks prior to your date of arrival. No reminder will be sent, but we will confirm safe receipt. In addition a separate cheque of £100 is due as a damage deposit with the balancing payment. This is to cover any damages or breakages that occur during your rental, or the cost of any additional cleaning required over and above normal usage. This will be returned, in whole or part, within 3 weeks of your departure.

Your rental includes the use of the washing machine and tumble drier, normal levels of heating and all electricity and gas. It also includes bed linen and towels for the house. (See later for more information.) Dependent on the time of year, it may include heating of the swimming pool.

Wireless broadband is provided free of charge. There is not however, a computer at the house. Mobile signals vary but most work in the garden! There is a BT line for incoming and emergency calls only, telephone 01983 531 553. If you want to use the landline for any other purposes please ask our prior permission. This will be chargeable.

The downstairs cloakrooms have hand soap provided. We ask that you enjoy using them during your stay but that you leave them when you leave.

There is a CD and radio player in the drawing room. Please do not move it. Please bring your own CDs. Feel free to bring your ipod and docking station.

There is a gas barbeque for you to enjoy. Please clean it after you have used it to avoid any vermin problems around the house and to make sure it is ready for the next letting. Should the gas run out please inform us immediately. If possible we will replace it or alternatively you may take the tank to the boat yard in Yarmouth and we will reimburse you for the gas on production of a receipt.

There is a 37" plasma TV with Freeview and a play only dvd player in the family TV room. Please bring your own dvds. Alternatively there are hire shops in Newport and Freshwater.

Our kitchen table is particularly precious. Please be extremely careful with it. We have provided heat resistant mats and coasters for use at mealtimes and two large plastic tablecloths. Please take extreme care with it.

There are some books and magazines at the house. Please feel free to read them whilst you are staying, but leave them when you leave. If you want to leave your magazines for the next guests please do so! We love to recycle these!

### **3. Damages and breakages**

All damages and breakages are the responsibility of the guests and their cost is refundable on demand. If the damage exceeds the £100 damage deposit held, the additional costs will be demanded and must be paid for by the guests. If appropriate, the receipt will be shown to the guest as proof of expenditure. Please inform Emma Hutchings of any damages and breakages, however minor, and write it in the book marked "Damages and Breakages."

### **4. Bed linen and towels**

Your weekly rental includes fresh bed linen and a bath and hand towel per person. Bath mats are provided in each bath and shower room. There are separate orange towels provided for use by the pool. Only these should be used outside. Please leave all used towels in the bathrooms at the end of your stay. None of the towels provided may be taken from the house.

**PLEASE BRING YOUR OWN BEACH TOWELS.**

### **5. Laundry facilities**

There is a washing machine and tumble drier provided for you. Please provide your own washing powder. We do not allow any biological powders or liquids and strongly prefer you to use all eco-friendly washing products.

### **6. Cleaning and tidying**

The house is cleaned every Friday in between lettings. If you are staying for more than one week the cleaners will come in and clean through. They will arrive after 10am. Please take the bedding off the beds that you wish to have clean bedding for the following week. Fresh bedding will be left on the beds ready for you to remake. These rooms will automatically have fresh towels as well. Dirty towels should be placed in the bathrooms. Please say if you do NOT want this.

Please treat the house with care and respect thereby allowing others to benefit from all it has to offer. Please tidy after yourselves and leave the house in a tidy condition at the end of your stay.

Please do not move any of the furniture that is in the house. In particular you must NOT move the brown or blue rug underneath the glass table in the conservatory. This is because underneath there is a precious glass floor. This is easily scratched and you will be liable for the cost of any damage to the floor. This will not happen however, if the rugs are left in place.

If you have moved any of the garden furniture, please return it to its original position.

Please do not leave any food in the fridge or cupboards when you leave.

## **7. We do NOT allow**

Sorry, we do not allow smoking in either the house or the garden, neither any pets in the house or nor in the garden.

## **8. Eating outside**

Please take extra care when taking the crockery outside. There are plastic "glasses" provided and we appreciate it if you use these outside wherever possible. No glasses or china must be taken to the pool. Please only use the plastic "glasses" there.

We have provided the house with flasks for you to take out with you. Please rinse them at the end of your stay with bicarbonate of soda and hot water. It keeps them fresh for the next family!

## **9. Recycling and rubbish disposal**

We are keen to process our rubbish carefully and appropriately. The Council help hugely in this regard so please do your bit to help them. There are 3 types of rubbish collection at the house;

a) Black box – this is for newspapers and stapled magazines only. No other paper (eg envelopes, A4 etc.), and no glued spine magazines. This box also is for glass bottles and jars. Do not overfill this box otherwise it will not be emptied. Any excess glass should be taken to the recycling bins in the Horse and Groom car park on the road to Yarmouth. We are week B collection for this bin which means that this is collected fortnightly. Call 01983 823777 to find out the date of the collection that concerns you.

b) Green box – this is for all cooked and uncooked food waste including meat bones. This goes for compost. It is collected weekly. Please keep this box outside.

c) Wheelie bins – there are 2 green wheelie bins for all other rubbish. Do not put any rubbish in them except in black plastic bags. These must be tied up otherwise they will not be collected. They are taken from the bin and put into the lorry by hand. Into these bins goes all other rubbish. This includes paper, glued spine magazines, cardboard, plastic, envelopes and aluminium cans and tins. This is separated by the Council and what can is used for Floc Fuel. This in turn is used for electricity on the island. Alternatively aluminium cans may be taken to the Horse and Groom car park recycling bins.

Please ensure that the lids are securely closed for all 3 types of bin otherwise they will not be collected.

We suggest that you bring black bin liners with you. Alternatively they can be bought on the island.

Please put all the bins outside the gate on a Sunday evening ready for collection at 7am on Monday morning. Please return the bins to alongside the gate when they have been emptied.

## **10. Water, water everywhere!**

This is a waterside property with a tidal river forming part of the boundary, has the leat of the former mill race and the mill stream running through the garden, and an open air swimming pool. During the winter the pool is covered but from June to the middle of September it is open. Whilst access is partly restricted we cannot be held responsible for your party's safety and well being at all times. We strongly recommend that children of all ages are supervised and that the appropriate and necessary care is taken by all guests staying at the Mill and their visitors. Water is to be respected and thereby enjoyed. By signing this form you are agreeing to undertake the necessary supervision to ensure your safety at all times.

Several of the doors have wooden boards in front of them. Please leave these in place if they are there when you arrive. It is because of the seasonal tides.

## **11. Disabled access, babies and children**

The house is old and does not allow easy access for wheelchairs. Whilst there are 2 cloakrooms on the ground floor, all bedrooms and bathrooms are on upper floors, only accessible by staircases. Children are most welcome at Shalfleet Mill. However, we do not provide any cots or highchairs or children safety devices. If you want to bring a baby please note it on the Booking Form and tell us before hand. Whilst we are happy for you to bring your own cot and highchair, please do not install any child prevention measures, however temporary, such as stair gates. This is a waterside property and we do not recommend it for under 4 year olds. There are a couple of areas in the house with low ceilings. In particular the bedroom at the top of the house which is built into the eaves and therefore has lovely views across the lane to the creek and the garden, and some beams in the kitchen. If you are very tall we suggest that you use the front door rather than the one in to the kitchen as this is also low!

## **12. Private drainage**

Living in the country requires you to be sensitive in certain areas usually taken for granted. One thing in particular is the drains. We are on private drains and this means that you cannot flush anything down the toilet other than white toilet roll. No nappies, no sanitary products, no cotton wool, no tea leaves, no toys! Please use the bins provided in each bathroom and cloakroom as needed. We do not expect the cleaners to empty these bins of nappies and sanitary products. Please dispose of them yourselves in a bin liner and put them in the wheelie bin provided. Thank you. You may like to bring additional toilet paper. Each toilet starts with a toilet roll but we do not provide spares.

For this and ecological reasons, wherever possible we use eco friendly cleaning products. We would like you to do the same during your stay at Shalfleet Mill. In particular washing agent for the washing machine, dishwasher tablets, and any shower gels that you may bring. Please remember to bring dishwasher tablets and washing up liquid. We do have some cleaning materials in the sink but these do run out over time. Unfortunately we have to use Hobrite for cleaning the oven top as we have not found any other agent that does the job. There should be a pot under the kitchen sink!

## **13. Noise**

We do not have many, but the few neighbours we do have we like very much! Please be courteous to them and the environment and do not be overly loud or inappropriately behaved. Enjoy watching the wildlife in the garden; the red squirrels, the kingfishers, the woodpeckers, and do not scare them away. We work hard to maintain and improve their environment. Please do the same. You may like to bring your binoculars with you.

#### **14. Access**

We intend to leave you to your own devices during your holiday and to enjoy the tranquillity of Shalfleet Mill. In the event of us or our agents needing access we will liaise with you prior to us arriving in order to find a suitable time. We reserve the right to immediate access in the case of emergencies or in the event of it being deemed necessary or appropriate.

The pool is maintained on a Wednesday in season, the house is cleaned on a Friday and the gardeners come from time to time. It is only the cleaners who need access inside the house. The gardeners may come during your stay but we will try and avoid this wherever possible. If they do need to attend we will inform you in advance. They have been asked to respect your privacy.

#### **14. Complaints**

We hope that you enjoy your stay at Shalfleet Mil and that you tell your friends about us. However in the event that you feel unhappy about an aspect of the letting, or have any suggestions, please let us know. You may telephone Emma Hutchings or else write to Mrs A Wyatt at Broom Manor, Near Cottered, Hertfordshire SG9 9QE. We will endeavour to respond, where necessary, as quickly as possible.

We hope you have an enjoyable time at Shalfleet Mill!

Please sign below.

**I have read and understand the terms and conditions of the letting**

**Signature of Guest**

**Print Name**

**Date**