

## **Frequently Asked Questions**

If the following information does not provide the answers to your questions then please do not hesitate to contact us by telephone or e-mail, and we will endeavour to answer your query promptly and efficiently.

Treetops Holiday Cottages are situated in open grounds with shared leisure areas, including an outdoor hot tub for your use. You should not leave children in the grounds unsupervised at any time. This will also apply to any designated play area provided. There is a large pond on site, as well as other areas of water such as farm dykes alongside the hedges of the property and so it is important that children are supervised at all times.

### **How many guests can stay in each cottage?**

Ash is suitable for 2 guests and Elm and Oak are suitable for 4 guests each. In total 10 guests can be accommodated in all three cottages.

Under no circumstances may more than the maximum number of persons indicated above occupy a property.

### **Can friends and family who are not staying in the cottages use the swimming pool, hot tub and sauna?**

No, sorry the swimming pool, hot tub and sauna are for guest use only.

### **Are dogs allowed to stay in the cottages?**

The cottages are not suitable for dogs or other pets.

### **What do we need to do when we arrive?**

We will prepare your accommodation and forward you directions to Treetops (alternatively you can view our location [here](#)). Check in time is 4pm, please notify us if you are likely to be arriving very late in the evening.

Our entrance is clearly signposted as you as you leave the A1084 travelling through the village of Grasby you will see the 'all clear' road signs where you turn into Treetops. There is an intercom positioned on the left brick gate pillar for your use if the gates are shut. Once you have entered the property please ring the bell on the front door of the main house, which is the 'reception' from which you can collect keys and access your property. In the event the Reception is unattended please call the mobile telephone number (07768038885).

Upon arrival, we will ask you to complete a registration form for Health and Safety purposes this will detail your vehicle registration and an additional contact in the event of an emergency. You may be asked to provide a security deposit of £50.00 in case of breakages.

The owner will then take you to your property and give you a welcome tour to explain how everything works, this can be arranged for the following day if you would prefer to settle in first. We are able to arrange grocery's to be delivered prior to your arrival, please allow four days notice of your order for us to ensure your order is delivered in time for your arrival, we will even unpack it for you.

### **What days can we arrive?**

Any day except a two night minimum stay applies at weekends.

Prices are presented in date bands, please contact us if you have any queries.

### **What time are we required to check out?**

On your departure day, you are required to leave your property by 10am. Please contact the owner who will lock your property for you and collect your keys. This is to allow us sufficient time to prepare for the next arrivals. Luggage may be stored for collection later the same day, please note that items are left at the owners risk.

### **What about parking?**

A designated off-road parking space is provided to each property which is within close proximity of the entrance to each property. Additional unmarked spaces will often also be available.

### **What about cleaning?**

All properties are cleaned between lets so all you have to do when you arrive is to unpack and put the kettle on. There is no extra charge for cleaning, unless extra heavy cleaning is required after you leave or you do not leave the property and its contents as you found them. The inventory, and the condition of the property will be checked on your departure. Daily cleaning is available at an additional charge.

### **Do you provide linen and towels?**

Bed linen is provided at no extra charge however this does NOT include cot linen – you should bring linen for cots in all cases (including pillows and blankets or duvets). A travel cot and high chairs can be provided, for a small charge. Advance notice will be required in order to ensure availability. Linen is replaced weekly, there is spare linen available if needed, please do let us know if you should require it.

### **Do we have to pay for gas, electric and water?**

There is no additional charge for electricity, heating or water. We do not have gas at Treetops.

### **Do we have to pay a security deposit?**

A payment of a £50.00 security deposit may be required to be paid by upon arrival. Your security deposit covers the cost of any damage or breakages along with any additional costs that may be incurred. (e.g. for additional cleaning requirements). The deposit will be refunded to you three days after your departure as long as you or your party has not caused any damage or loss and the accommodation has been left in a clean and tidy state. You will receive an email confirming the refund of your deposit.

### **What facilities are provided in each property?**

All properties have a hob, oven, extractor and a fridge with freezer space. A laundry service can be provided for £5 per load, washed & dried.

All properties have a 32" LCD Television in the lounge and a 15" LCD Television in the main bedroom and are pre-programmed to receive a variety of television channels.

All properties also have a DVD Player and an iPod docking station. Wireless Wi-Fi is also provided free of charge in all properties.