



## Booking Information and Guest Welcome

Below are a few notes on booking your celebration break with Celebration Holiday Homes.

### Booking Enquiries.

If you want a full quote or want to know any further information about a celebration Break best way is to fill in the contact us section of our website.

### Length of Stay

We try and be as flexible as we can on booking dates, but we do have some limitations. Our two main stipulations are that as most of our bookings are over a weekend so we generally do not take bookings that go into two separate weekends. We also do not do same day changeovers, it takes us over a day to get West Acre ready to the standards we like to ensure we maintain.

- The minimum length of stay is 3 nights, this is normally over a weekend.
- We offer 2 night weekends in the low season (rate is 90% of the 3 night rate)
- We do not offer Friday to Friday bookings. Our weekly rates are 6 nights starting on a Friday or if you can start on either a Tuesday, Wednesday or Thursday we offer 7 nights for the same rate.
- Some premium slots such as Christmas and New Year have a longer minimum booking period.

### Making a Booking

- We require a deposit of 30% of the booking fee to secure the booking with the balance paid 3 months before the arrival day.
- If a booking is made less than 3 months before the arrival day then payment is required in full.

- Payments can be made by credit card, debit card or by bank transfer
- A booking can be made and paid for directly on our website or you will be sent details of how to pay and secure a booking via an enquiry quote that can be sent to you.
- A booking is not secured until the deposit is paid but if you want to secure certain dates whilst you check with the group we will hold dates on a no obligation basis for 48 hours.

## **Guests Welcome Journey**

We try and make our guests feel as welcome as we can. We particularly pride ourselves on the level personal service and support that we provide our guests. We have a guest support and welcome charter as noted below, but the most important thing is that from the moment you enquire to the moment you leave we are always on hand to help with anything that may be required.

- We are always keen to ensure that West Acre is exactly what you want and need. Unless we have already spoken or we can see from your booking exactly what you want we will be in touch within 48 hours of receiving your booking, to ensure West Acre is right for you. If it is not we will cancel the booking and refund in full any amounts paid.
- If your party has any special requirements we are always keen to discuss these before a booking is made to ensure West Acre meets your needs.
- On booking you will be sent out our terms and conditions and our entertainment pack highlighting things (ie third party chefs) that you may want to book in advance. You have a 7 day period where you can cancel and receive a full refund if there is anything in our terms and conditions you are unhappy about.
- After the final balance is paid you receive a link to our electronic "Touchstay" guide, this contains full details of the house and area that can be downloaded to your phone or laptop.
- We get in touch normally 2 weeks before your arrival to agree exactly how you want the house setting out for your groups needs. Don't forget to think about your favourite types of cake, we supply each group with a huge fresh cake of their choice made locally by 'Maltings tearooms'
- On arrival day we meet you for our welcome meeting where we show you how everything works to ensure you can make the best of the facilities on offer.
- We visit every day to test the Hot Tub and are available to answer any questions or fix anything for you, we can be contacted day or night during your stay.

*Your job is to thoroughly enjoy yourselves, make fabulous memories and make sure you have the perfect Celebration Break*