

## CARNOCK HOUSE – GENERAL INFORMATION

**CARNOCK** can offer a choice of self-catering accommodation for one person or a small family. The cost for each unit is clearly listed in the table.

**CHEQUES** should be made payable to '**CARNOCK HOUSE**'.

**A DEPOSIT of 50%** of the tariff is required with confirmation of booking. **A provisional booking will be held for SEVEN days pending confirmation**, following which the unit will be released for further letting if the deposit has not been received. Arrivals within ten days require immediate deposit payment.

**THE BALANCE of 50% is payable on arrival together with a returnable £20 cash deposit** covering accidental damage, a clean and tidy condition before leaving and return of keys.

**CANCELLATION** of a confirmed booking **will result in loss of deposit paid** only, with waiver of the balance due. **You are advised to cover any potential loss with appropriate insurance.**

**PERIOD OF RESIDENCE** counts from **3p.m. on day of arrival**. No reduction for temporary absence. **Rooms to be vacated by 10a.m. latest.**

**SHORT PERIOD STAYS** are accepted in advance at the daily rate shown as follows: Winter and D tariff subject only to minimum charge; B & C tariff periods subject to three days minimum booking; in tariff period A, short break bookings are only taken within seven days of date required subject to availability.

**KEYS:** Each unit is provided with a room and main entrance key, which are collected from Clarence Hotel Reception on arrival. **Loss of keys will result in forfeit of returnable deposit.**

**ELECTRICITY** for flatlets is by £1 coin pre-payment slot meter. The main ceiling light is on a free circuit. (Top and bottom flats do not have a meter – price shown is inclusive of gas/electricity.)

**FLATLETS are self contained within the one room (except C01)** providing kitchen, shower and toilet facilities. Double beds are 54 inch and, when made up for sleeping, can stand up to **stow away** each day if required. Additional sleeping is provided by sofa beds. (N.B. Where sofa beds are used to maximise occupancy, free floor space will be restricted.)

**FLATLET C01** has a separate private toilet with washbasin, bath and shower on the first public half-landing.

**ST. MARGARETS FLAT** comprises main living room with kitchenette and double sofa bed; twin and single bedrooms and separate shower room with WC. All rooms have part-sloping ceiling.

**CALDEY FLAT** comprises a large, light and airy main living room with kitchenette and stowaway double bed, two twin bedrooms and separate shower room with WC.

**HEATING** is provided by electric powered fixed warm air heaters and moveable oil filled radiators/electric heaters in each flatlet. Both top floor and basement flats have dedicated gas powered central heating systems controlled by occupants.

**EACH UNIT** is equipped with china, cutlery, cooking utensils, pillows, duvets and bedding for recommended maximum occupancy.

**NOT PROVIDED:** Bed linen (i.e. sheets, pillow cases), towels etc.

**HIRE OF LINEN:** This facility is provided by Clarence Hotel and must be pre-booked providing for:-

- One set of bedsheets and pillowcases at £8 per bed per week or part week.
- One hand towel and one bath towel at £3 per person per week or part week.

**CAR PARKING is not available off-street**, but is permitted on seafront opposite Carnock House and on side street. Public car parks are within a short walk.

**PLEASE NOTE** To ensure the enjoyment of all residents, any complaints of noise or disturbance will be investigated and, if necessary, occupants of any unit who are the cause of such complaints **may be requested to leave without redress.**

### CLARENCE HOUSE HOTEL\*

\* **Clarence Hotel act as Letting Agents for Carnock House and Reception staff will deal with bookings and general queries.**

- ❖ As a general rule, all residents in Carnock House are welcome to use the amenities provided by Clarence Hotel (**subject to availability/capacity**).
- ❖ The Clarence is licensed for Bar and Restaurant table service.
- ❖ At certain times (e.g. special events, promotions, full to capacity), Carnock residents will not be allowed entry to the Bar as this will be reserved for Hotel residents.
- ❖ **Additionally, special deals for Hotel residents such as the free bar promotion, are not applicable to occupants of Carnock.**
- ❖ It is the policy of the Hotel that children must be monitored by a responsible adult at all times and children are not permitted in the Bar after 9 p.m.
- ❖ Live entertainment several nights a week – see notices in Reception/Bar for details.
- ❖ Clarence House Hotel management reserve the right to refuse admission to any Carnock resident.

**N.B. Carnock is not owned/operated by Clarence Hotel and bookings cannot be transferred between the two. Use of hotel amenities cannot be guaranteed.**