

### **Do I need to bring my own bed linen and towels ?**

Yes, our properties all have standard 4' 6'' doubles and 2' 6'' single beds, along with a 4'6'' double sofa bed in the lounge.

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### **Do I need to bring t-towels?**

Yes please

### **Are all bills included?**

Yes, except in our chalets where the electric meter is owned and operated by the park and takes £1 coins. For 2013 Holiday Resort Unity has had fitted Wi-Fi, which can be tapped into from a daily to weekly tariff. Sundowner in Hemsby, we believe is still looking in to this.

### **Is Wi-Fi Available?**

For 2013 Holiday Resort Unity has had fitted Wi-Fi, which can be tapped into from a daily to weekly tariff. Sundowner in Hemsby, we believe is still looking in to this.

### **What kitchen facilities are there?**

All our properties have gas or electric hobs and ovens, fridges and microwaves. There are plenty of crockery, cutlery glassware and nearly every pot pan and utensil you would expect in an average home kitchen.

### **Do you accept pets?**

Many of our properties accept pets (please check before booking) between March – October for a small charge of £20 per pet per week or short break. However, we have a strict pet policy [View Policy].

### **Do you provide a cot?**

We can provide a travel cot for our Sundowner chalets only.

### **Do your holiday homes provide parking?**

Yes, there is plenty of parking beside all of our chalets at Sundowner, and Holiday Resort Unity.

### **Can we smoke in the holiday home?**

No, all our holiday homes are strictly non-smoking.

### **Do the Holiday Homes have a garden?**

Our Static holiday homes on Holiday Resort Unity all have individual enclosed gardens. On Sundowner, there are large communal lawns outside the chalets, a lovely safe place for children to play in.

### **Where is the nearest supermarket?**

**Hemsby** – There are very well stocked Spar and Premier Stores in hemsby for everything you are likely to need for your holiday. If you would like a wider choice, there are very large 24 hr supermarkets in Great Yarmouth such as Tesco's, Asda, Sainsburys, Aldi and Lidl.

**Brean** – There is a Cost Cutter mini market on site at Holiday resort Unity and a Mc Colls store not far from the Brean Leisure Park. Larger supermarkets such as Asda, Tesco's, Lidl can be found in Burnham on Sea.

### **Can we check-in before 2pm?**

Due to standard departures, cleans and checks required on our holiday homes, it is awkward to get into your accommodation any earlier. Please contact us close to your arrival to see if early access is possible.

### **Do we need to check out by 10am?**

Yes, it takes a long time to clean and check the holiday homes and we need them and the parking spaces back for 10am.

**Why do you take a damage deposit?**

A damage deposit is taken in case any extra charges are made. We do not charge for the odd broken glass or cup. However, charges will be made for any damage to the property or its contents, or if any additional cleaning costs are incurred. We ask you to leave the holiday homes in a clean and tidy condition.

**How do I make a booking?**

You can make a booking via several means. Through the web site, Holiday Lettings (Trip Advisor) or provisionally over the phone.

**When is the balance for my holiday due?**

The balance is due 8 weeks before your holiday commencement date.

**Do you email all correspondence?**

Yes, but if you would like written confirmation please ask.

**What if I need to cancel my holiday?**

Please read our terms and conditions for our cancellation policy. We always recommend that you take out holiday cancellation insurance.