

**How to book** Call Allison on 07771694490 to discuss your requirements or email [malvern hills42@gmail.com](mailto:malvern hills42@gmail.com)

**The Escape & The Hideaway** Both properties offer luxury accommodation for two adults only, we are unable to accommodate pets or children and do not allow smoking / vaping in the properties.

**Bookings** Minimum booking 3 nights

Maximum stay is 28 days

Bookings are only confirmed when payment is received. We will contact you to arrange payment.

Payment for bookings of 1 week or less, payment in full is required at the time of booking

Payment for bookings of 1 week or more; 50% payment at time of booking with the balance payable 6 weeks prior to arrival. (it is your responsibility to pay the balance on time)

**Cancellation** We offer a full cancellation refund for cancellation notifications received 6 weeks or more before the arrival date. To cancel your booking please email [malvern hills42@gmail.com](mailto:malvern hills42@gmail.com)

We advise you to consider appropriate insurance for your booking and are unable to process refunds due to your own changed circumstances within the 6 week period prior to arrival.

In the unlikely event that we must cancel your booking we will offer a full refund at the time of cancellation.

**Access** Both properties have a key safe adjacent to their own front door, details of the code will be sent shortly before your arrival.

**Check in** Is after 3pm on the day of arrival

**Check out** Is before 10am on the day of departure

There is no need to strip the bed but we kindly request that you wash up any dishes / crockery prior to departure

Please ensure that the door is locked and windows are closed, please turn lights off and turn the heating off.

Please return the keys to the key safe and ensure it is secured

Please put any rubbish in the bins provided, you can empty these into the bins adjacent to the garages.

- Safety** Both properties have a heat detector in the kitchen and a smoke & carbon monoxide detector on the escape route, both are hardwired and link to the rest of the property. If you hear the alarm sound, please evacuate to the road.
- Both properties are equipped with a fire extinguisher and fire blanket.
- Both properties have a fixed wire electrical safety certificate to 2025.
- The gas boiler is located in a separate service area, it has a current landlords gas safety certificate.
- We do not allow candles or incense or smoking at the property
- Heating** You have your own heating controller in each property and can adjust the temperature to suit. We politely request that if you are out for the day you turn the temperature down to conserve energy.
- Noise** With their own separate accesses the properties offer a naturally high degree of privacy and separation from the main house and we are always respectful in keeping noise to a minimum.
- We do request that you are considerate of others when staying in the property and keep noise to a minimum after 11pm.
- Damage** Please inform us at your earliest convenience if any damages or breakages occur. Any damage, breakages or items missing on departure will be chargeable at the reasonable cost of repair / replacement.
- Allergies** Please note that our welcome packs do contain dairy, gluten and nuts, if you have any allergies please inform us in advance and we will attempt to substitute items where possible.