

## Self-Catering Agreement

Welcome to Horstead and we wish you a very enjoyable and comfortable stay.

### STORAGE

You will be provided with both dry and cold storage during your stay and you will be asked not to use the other storage areas.

### CLEANING

DAILY throughout your stay we ask that you undertake the following;

**Work surfaces** - keep clean with anti-bacterial cleaner after use.

**Hob** - wipe down after use. Wash after dinner if necessary.

**Ovens** - Use cream cleaner as needed. Throw cloths away.

**Floors** - Sweep and mop any spillages.

**Bins** - keep clean and empty

**Utensils and appliances** - will be cleaned to a high standard for your stay and we ask that all utensils and appliances are left where and as you find them.

**The Cleanser** – This is not a dishwasher and ALL UTENSILS need to be rinsed thoroughly BEFORE they are put into the machine. Please ensure that the machine is switched off after use and the filter is cleaned at the end of EACH day. Cleaning instructions are provided.

### BEFORE DEPARTURE

**Fridge** - Clean inside

**All stainless steel areas** - Thoroughly clean all surfaces including the low shelves under the work surfaces.

**Rubber mats** - wash over with disinfectant

**Bins** - clean out with disinfectant

**Window sills** – clean down

**Larder** - wipe down shelves with anti-bacterial cleaner. Move items on the floor and sweep then mop

### WASTE

All waste products must be disposed of in compliance with our recycling advice. Clean paper, clean cardboard, clean tins, rinsed glass bottles/jars, paper towels and milk containers without lids are collected in separate bins.

All soiled goods and food waste must be separated before disposal. All bins must be put out for collection on Tuesday evening.

### VENTILATION

The kitchen needs to be ventilated at all times during use of the gas oven.

## WASHING MACHINES

Our laundry facilities are only available to visitors with permission.

## DAMAGES, BREAKAGES OR EXCESSIVE CLEANING

The Client is to report as soon as possible to The Centre Manager any breakages or damage caused by the Client during their stay. The Client is bound to reimburse The Horstead Centre for replacement, repair or extra cleaning costs. Any damages, breakage or excessive cleaning will be charged at a fair and reasonable reimbursement of the costs incurred to us. An invoice will be sent that must be settled within 7 working days of notification of damage, breakage or excessive cleaning and cost thereof. Evidence of the damage, breakage or excessive cleaning required will be provided to the client if requested.

## NUMBER OF PERSONS USING THE PROPERTY and DUE CONSIDERATION

The number of persons occupying the centre must not exceed the number stipulated on the booking form nor should the Client or any member of the client's party abuse the property or display dangerous, offensive or rude behaviour to the Property Owner/caretaker or any third parties (e.g. neighbours). The Centre Manager can refuse the Client possession of the property or make the Client leave the accommodation before the end of the stay. If this happens The Horstead Centre shall treat the holiday as being cancelled by the Client and the Client shall have no claim against The Horstead Centre for compensation or reimbursement whatsoever.

## COMPLAINTS

Should there be any cause for complaint during the occupation of the Property it must be notified promptly to The Centre Manager and in case of serious problems confirmed in writing during the occupation. No complaints can be entered into after the visit end date.

**CARE OF THE PROPERTY** The Client shall take all reasonable and proper care of the Property and its furniture, pictures, fittings, utensils and effects in or on the Property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the visit as at the beginning. Items of furniture are not to be moved from rooms without prior consent.

PETS are not allowed in this property.

## OCCUPANCY

Please be advised that The Horstead Centre is also a place of work and staff will be using the offices, resident kitchen and undertaking routine maintenance and cleaning during your stay. You will be responsible for the security of the property whilst in residence and we ask you to ensure that all doors and windows are closed and locked when you venture out. You will be provided with the security code for the resident entrance that you will use during your stay. The main door is for staff and services and we ask you not to use this during your stay.

## DECLARATION

I have been shown the ground floor fire exits, and understand the centre fire safety procedure. I have a list of residents' names, and will be responsible for ensuring that all members of my group have exited the premises safely in the event of a fire. I recognise that any damage to, or loss of, Horstead Centre items/equipment/fixtures and fittings, outside of normal wear and tear, will be recharged to me as the person responsible for the behaviour of my group. It is then my responsibility to recover these costs.

Please sign and date this agreement: in doing so you agree to the protocols listed above.

Name of Group.....

Group Leader.....Date.....