



The Scarlet *Hen* at Norfolk House

Checking Out

Thank you for choosing Norfolk House we hope you have enjoyed your stay! Safe journey home and all the best for you upcoming wedding.

We have made a check list so your check out process runs smoothly. If you are struggling to get the house back to the required standard, we would always prefer you delayed your check-out time slightly and left everything in good order, rather than leaving the house in a mess but being out in time. Failure to leave the house in the order it was given to you in may result in loss of deposit

- Check out time is 12 noon (1pm latest if you need extra tidying time, please text us to let us know if this is the case)
- Return all items to the correct places
- Wash all pots and put the dishwasher on
- All tea towels and cloths may be left in the utility
- Do not strip the beds
- Please leave all dirty bath towels in the bathtubs
- Turn the heating and hot water to off
- Ensure the hot tub is on auto, no bubbles, blue float is back in and the lid securely on
- Leave us a note of any breakages/accidents/noise complaints etc.
- Turn off all lights and appliances
- All windows and doors secured
- Double lock the back door
- Close the gates
- Return the parking permit if used
- Leave one set of keys in the house on hook at back door
- Leave the second set in the post box on the back gate
- Put the kitchen bins out in the wheelies (as detailed below)
- Leave us a review in the visitor's book and on Facebook or Trip Advisor
- You don't need to make the beds, Hoover or mop floors.
- You may leave unused food and ice if easier for you, or any alcohol!! 😊
- After receiving your review and completing the full house check on the following Friday we will return your £650 damage/behaviour deposit (please send your account details)
- We absolutely love to share your photos on our social media as it gives our future hens lovely ideas about activities etc., please let us know if you don't give us permission to share. Please tag us in. We never share inappropriate or photos of a personal nature or in a compromising position. What happens at NH stays at NH.

Recycle Waste (left kitchen bin)	General Waste (right kitchen bin)
Goes in the green wheelie outside (without a bin liner)	Goes in the black wheelie outside (inside bin liners)
YES paper, tin, cardboard, plastics,	YES Food and non- recyclables
NO Glass or Food	NO Glass

Glass bottles go in the blue crates at the back door

If you think we could do better or if something was missing please let us know...if you don't tell us we often don't realise.

We always aim to a give 5 star experience

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Please share our house with your friends, any repeat bookings from previous guests or their friends receive discounts or the Bride goes free so be sure to mention at time of booking.

BYE BYE...We hope you return to Norfolk House one day

Xx Charlotte Darren Hugo & Jasper xx