Booking Extras & Welcome Packs...

Booking extras are additional requests or services that our guests can add on upon checkout...

Some of these extras are charged to the guest, this helps us to cover the cost of the service or the extra time/maintenance required to set it up and clean afterwards, things like: dog stays, hot tub use, electric car charging etc.

Welcome packs are not chargeable, they're a gift from you to your guest. For some great tips on what to put in, how much to spend and more, visit our blog post...



We ask our hosts to please try and mirror our 'Greener & Greater' ethos with ethically sourced, local and environmentally-friendly supplies wherever possible.

Dog-friendly Escapes...

Our Escape Artists will check the age & breed of any dogs booked in to make sure pets are suited to homes, whilst also reiterating that dogs are not be allowed on furniture, or upstairs in bedrooms. We suggest installing pull-out child gates as they work well for dogs too. Dogs are a **chargeable** extra.

We ask all of our dog-friendly homes to provide a treat jar, eco-friendly mess bags and at least two food bowls.

Child-friendly Escapes...

Guests will be asked for the number of children staying during their booking. Our team also checks children's ages, and whether a cot and/or highchair are needed.

Please check details within your booking confirmation email, and if you cannot see specifics included, we ask that you check your owner portal (for any updated information) prior to each check-in, to ensure that nothing has been missed.

We ask that all our Family Friendly holiday homes provide childrens cutlery and crockery; including drinking mugs, a high chair, a travel cot, one sink step and a stair gate where required.

Escapes with fireplaces...

We ask that escapes offering the use of fireplaces/log burners have them ready to use from October - March; with materials at-the-ready for guests to have at least three days worth of supplies (it is preferential for hosts to supply enough for the entire duration).

We can add instructions on how to use your fireplaces (including a how-to video if required) on Touchstay, our digital guide for guests.

We ask that all our escapes offering the use of fireplaces provide: logs, kindling and firelighters (we love the eco ones!) You will get a contribution toward the cost of these during the period October - March.

Escapes with Swimming Pools & Hot Tubs...

Hot tub water must be changed between every stay.

Both swimming pools, and hot tubs, must also be checked, and maintained as appropriate to ensure the water is safe (any debris is removed), and the temperature is correct in between every booking. Swimming pools & hot tubs are both chargeable extras.

We ask our guests to sign a safety waiver, in order for the lead booker to take full responsibility for the safety of everybody in their party when using swimming pools/hot tubs. Please read our safety first section for more details on maintaining your hot-tub / pool safely.

Find more helpful information in our **Safety Guidelines** (later in this handbook).

Electric Car Charging...

To accommodate each of our owners' electric car charging preferences, owners can select to offer complimentary charging, or to add on charging as an extra one-off fee (per booking) for using an external EV charging point / access to a socket.

Head this way to discover more set-up tips & green ideas

