# Breakages & Complaints...

## Damage Limit

Each property has a security deposit limit as detailed on your Agency Agreement. This is the maximum you can claim against any booking & should be equivalent to your home insurance policy excess.

## Damage Waiver Fee

A damage waiver fee is taken from each guest to cover any breakages of small items, or for larger items to cover the excess for your insurance. Note:

1. We do not expect for items under the value of approx. £30 to be charged, as this is often put down to 'wear and tear' of the property.
2. If other items are damaged (value up to your security deposit limit) please let us know within 48 hours of your guests' departure time.
3. For any items larger that are damaged (value over your security deposit limit) you will need to claim on your insurance.

## Complaints & Procedures

If you / your PM / Cleaner notices any damage or issues following on from a stay, we require photographic evidence within 48 hours from a guest's check out. Please send your images through your WhatsApp group or email them to hello@newforestescapes.com. If you are close to the 48 hour deadline pleas call us too.

Damages are taken into consideration on a case-by-case basis, and whilst a wine glass wouldn't constitute taking a damages fee, a rug that has been stained or similar would be deemed as a chargeable damage and NFE will liaise with you to come to a fair and quick solution.

It is imperative that we know about any issues with your guests, however small. Drop us a message on your WhatsApp group to let us know as guests often call us too, meaning it is very important that our team is kept up to date.

