

FAQS

What time is check-in?

Check-in is available from 3:00 PM onwards. Full check-in instructions will be provided prior to your arrival.

What time is check-out?

Check-out is by 10:00 AM unless otherwise agreed in advance.

Who to contact in an emergency?

For any maintenance problems please call Toyne on 07493 946389 and for any booking enquiries please call Jasper on 07384 009695.

Are some of these properties managed?

Yes. Selected properties, as noted on the listing, are managed on behalf of our clients.

How do I access the property?

Most of our properties offer self-check-in via a key safe or smart lock. Access details will be sent before your stay.

Is parking available?

Parking availability varies by property. Please refer to the property's listing details or contact us for specific information. Please note, parking is at your own risk and the host is not responsible for any damage or loss.

Is Wi-Fi included?

Yes, complimentary high-speed Wi-Fi is included in all of our properties.

Are bed linen and towels provided?

Yes, fresh bed linen and towels are provided for all guests during their stay.

Can I bring pets?

Pet policies vary by property. Please contact us before booking if you wish to bring a pet.

Do you offer long-term stays?

Yes, we welcome both short and extended stays. Discounts may be available for longer bookings.

Can I extend my stay?

Extensions are subject to availability. Please contact us as soon as possible if you wish to stay longer.

Is smoking allowed?

No. Smoking and vaping are strictly prohibited inside all properties.

Do you provide cleaning during my stay?

For longer stays, additional housekeeping services are performed every fortnight.