
ELEVATED ESCAPE

HOUSE RULES

Thank you for choosing Elevated Escape.

We want you to have a wonderful, relaxing and memorable stay. Our house rules are designed to help keep you, your guests, our neighbours and the property safe and comfortable.

By staying at Elevated Escape, all guests agree to follow these House Rules throughout their stay.

1. Respect for the Property

- Please treat Elevated Escape as you would your own home.
- Please take care of the furniture, furnishings, equipment and facilities.
- Please report any accidental damage, breakage or fault as soon as possible.
- Please do not move, remove or alter furniture, equipment or fixtures unless permitted.
- Guests may be responsible for reasonable costs resulting from damage, breakages, misuse or exceptional cleaning caused by their party.

2. Number of Guests

- Only guests included in the booking may stay overnight unless prior permission has been obtained.
- The maximum agreed occupancy must not be exceeded.
- Unauthorised additional guests or overnight visitors are not permitted.

3. Parties, Events & Gatherings

- Parties, events and large gatherings are not permitted.
- Please be considerate of our neighbours.
- Excessive noise, shouting, loud music or disruptive behaviour is not permitted.

4. Quiet Hours

- **Quiet hours are from 10:00pm to 8:00am.**
- During these hours, please keep noise to a minimum, particularly on the rooftop terrace.

5. Smoking & Vaping

- Smoking and vaping are strictly prohibited inside the property.
- Smoking is only permitted in designated outdoor areas.
- Please dispose of cigarette ends safely.
- Do not throw cigarette ends or objects from the rooftop terrace.
- Additional cleaning or restoration costs may apply if smoking or vaping takes place inside.

6. Rooftop Terrace

- Do not climb, sit or stand on railings, walls or safety barriers.

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- Do not place furniture or objects against safety barriers.
 - Children must be supervised by a responsible adult.
 - Please take extra care during wet, windy or icy conditions.
 - No running or behaviour that could create a fall or other safety risk.
 - Please place all outdoor furniture cushions back in the storage boxes provided when not in use, particularly during rain or poor weather, to help keep them clean and dry.
 - Please respect quiet hours of 10:00pm–8:00am.

7. Pets

- Pets are welcome by prior arrangement.
- A **£40 pet fee per pet, per stay** applies.
- All pets must be declared at the time of booking.
- An undeclared pet will incur an additional **£40 fee per pet** on arrival.
- Pets must be supervised and must not cause damage, disturbance or excessive mess.
- Pets must not be left unattended where this could cause damage, distress or a safety risk.
- **Pets must not toilet on the artificial grass on the rooftop terrace. Please take your pet outside the property for toileting and dispose of waste responsibly.**

8. BBQ

- Use the BBQ only in the designated area.
- Never leave it unattended while hot.
- Do not move it while hot.
- Make sure it is completely extinguished after use.
- Please leave the BBQ **as you found it — clean and ready for use for the next guests.**
- Dispose of BBQ waste appropriately and leave the surrounding area clean and tidy.

9. Hot Tub & Sauna

- Please read and follow the separate **Hot Tub & Sauna Safety Rules** before use.
- Children must be supervised by a responsible adult.
- Do not use the hot tub or sauna while intoxicated.
- No glass is permitted in or around the hot tub.
- Do not exceed the stated maximum capacity.
- Do not interfere with temperature, chemicals, electrical equipment or operating systems.

10. EV Charger

- EV charging is available upon request and subject to availability.
- Charging is permitted only between **12:00 midnight and 6:00am.**
- A fixed charge of **£10 per charging session** applies.
- The charger must be requested in advance.

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- Use the charger only in accordance with the instructions provided.
 - Do not use damaged cables, unauthorised adaptors or unsuitable equipment.
 - Report any fault or damage immediately.

11. Fire & Emergency Safety

- Keep fire exits and escape routes clear.
- Do not interfere with smoke or carbon monoxide alarms.
- Familiarise yourself with emergency information when you arrive.
- Report safety concerns or faults immediately.
- In an emergency, call **999**.

12. Security

- Lock doors and windows when leaving the property.
- Do not share keys, access codes or security information with anyone outside your booking.
- Take reasonable care of personal belongings.

13. Check-Out

- Take all personal belongings with you.
- Please strip all beds that have been used and place used bed linen, towels and bathrobes together in one pile on the floor.
- Dispose of rubbish appropriately.
- Leave the property in a reasonably tidy condition.
- Ensure windows and doors are secure.
- Follow any check-out instructions provided by Elevated Escape.

14. Complaints or Problems During Your Stay

- Please contact us as soon as possible if anything is not right.
- We would always prefer the opportunity to resolve an issue during your stay wherever reasonably possible.
- **Email:** elevatedescape2025@gmail.com
- **Telephone:** 07515 694695

Thank You

- Thank you for respecting our home, our neighbours and the facilities at Elevated Escape.
- We hope you have a fantastic stay and enjoy everything Elevated Escape has to offer.