

Terms and Conditions

PLEASE READ THIS CAREFULLY. WHEN YOU MAKE A RESERVATION REQUEST WITH US (WHETHER BY EMAIL, TELEPHONE OR POST), THESE CONDITIONS ARE DEEMED TO HAVE BEEN ACCEPTED BY YOU.

RESPONSIBILITIES OF THE HOLIDAYMAKER

1. During the period of the holiday, the Holidaymaker (personally and on behalf of all other people visiting the Property) undertakes (for the benefit of the Property Owner) as follows:
2. That the number of people occupying the Property will not exceed the number stated on the Holiday Confirmation;
3. Will have read the access statement to make sure that the booked property is suitable for themselves and their party due to any specific health or mobility difficulties which may affect a party member.
4. That the Property will be used solely for the purpose of a holiday by the Holidaymaker and their party.
5. To show due consideration for other parties (to include, but not be limited to, refraining from abuses of the Property and/or dangerous, offensive or rude behaviour to the Property Owner, their representative or any third parties such as neighbours);
6. To allow the Property Owner or their representative access to the Property at any reasonable time during the period of the holiday;
7. To keep the Property and all furniture, utensils, equipment, fixtures and fittings in or on the Property in the same state of repair and condition as at the commencement of the holiday and to ensure that at the end of the holiday the Property is left tidy, and in the same state of order in which it was found. The Property Owner reserves the right to levy an additional charge for any extra cleaning required after the Holidaymaker's occupancy and for any consequential loss;
8. To report as soon as possible to the Property Owner (or his representative) any breakages or damage caused by the Holidaymaker during the holiday and to reimburse the Property Owner with the cost of replacement. The Property Owner reserves the right to make a claim against the Holidaymaker for repair or loss as a result of damage caused;
9. Pets are not allowed in our cottages and only bonafide assistance dog will be allowed by prior agreement. If a pet arrives with our prior arrangement a fee of £100 will be charged or the holidaymaker will be asked to leave the property immediately and no refund will be given.
10. Smoking. We have a no smoking policy in all our properties. Anyone found smoking in the properties will be asked to leave immediately and no refund shall be given.
11. Motor Cars and Personal Belongings. Personal belongings are the responsibility of the hirer at all times. No responsibility can be accepted for loss or damage to motor vehicles
12. To arrive after 3 p.m. on the arrival day and to vacate the Property by 10 a.m. on the day of departure unless prior arrangement has been agreed with the Property Owner and/or the Holiday Confirmation states otherwise;
13. Not (without the express permission of the Property Owner) allow any person other than guests booked and staying in the Property for their holiday to use the facilities and amenities of the Property; and
14. To notify all other members of the Holidaymaker's party of these undertakings.
15. In the event of a breach of any of the undertakings set out in clauses (1 to 14) the Property Owner (or their representative) can refuse to allow the Holidaymaker to take possession of the Property or make the Holidaymaker leave the Property before the end of the Holiday. In

either case the Holidaymaker shall be deemed to have cancelled the Booking and the Holidaymaker shall have no claim for compensation or reimbursement whatsoever.

16. Should a problem occur on arrival or during your stay please bring it to our attention immediately as no correspondence will be entered into after your stay.

BOOKINGS

1. Deposit. Bookings will not be confirmed until a 30% deposit has been received, except when the booking is made within 4 weeks of arrival date when full payment is due.
2. Balance. The balance payment is due 4 weeks before the arrival date, where the balance payment is not received North Yorkshire Moors Holiday Cottages reserves the right to re-let the property and retain the deposit.
3. Prices include electric and bedding and towels.
4. Parking for One vehicle is provided per cottage any further vehicles will have to be parked in the public car park in the village. In quiet periods we may have further parking spaces available bookable in advance.
5. Cancellation In the event that you should have to cancel your holiday the return of the deposit is at the discretion of North Yorkshire Moors Cottages. Cancellations in the last 4 weeks prior to arrival will not be refunded. We strongly recommend that separate travel insurance is taken out to cover cancellations.
6. In the event of North Yorkshire Moors Cottages having to cancel your booking for whatever reason we will endeavour to arrange alternative accommodation for the hirer in an equivalent type and standard in a nearby location, or a full refund will be provided but we will in no event be held liable for expense that exceed the rental paid
7. Payment of the deposit is acceptance of our Terms and Conditions.
8. A booking fee of £10 for up to 3 night stays and £15 for longer than 3 night stays is required on booking all bookings from 1st January 2018.

OUR RESPONSIBILITIES

1. Yorkshire Moors Cottages endeavour to repair or replace broken or missing items and check regularly all appliances etc., Please inform us immediately if something is not working or broken in the cottage you have booked.
2. To the best of the our knowledge the details relating to any Property described on the website were correct at the time of insertion on to the web site

COMMUNICATION AND INFORMATION

1. For the purpose of the Data Protection Act 1998, all personal and other information and details collected by the North Yorkshire Moors Holiday Cottages in the course of its business, belongs to the them and will not be disclosed to any third party.
2. Provided the Holidaymaker has not told the North Yorkshire Moors Cottages otherwise, we may use the Holidaymaker's personal information for marketing our services.
3. If the Holidaymaker or other individual wishes to be removed from the North Yorkshire Moors Cottages marketing lists, they should contact the us by phone on or by e-mail these details can be found elsewhere on this website.
4. Telephone calls between the Agent and the Holidaymaker may be monitored or recorded by the Agent for training and quality control purposes.

COMPLAINTS

1. In the unlikely event the Holidaymaker may have cause for dissatisfaction, the Holidaymaker should contact the North Yorkshire Moors Cottages immediately. We take complaints from Holidaymakers seriously and will to resolve them if at all possible.
2. If the Holidaymaker returns home before telling the North Yorkshire Moors Cottages of their difficulties we cannot accept any liability. In no circumstances can compensation be made for any complaints that are made after the booking has ended, or where the Holidaymaker has denied the North Yorkshire Moors Cottages the opportunity to try to put matters right during the Holidaymaker's stay.

FORCE MAJEURE

No liability can be accepted and no compensation will be paid by North Yorkshire Moors Cottages, where the Holidaymaker or his personal property (and/or any person in the Holidaymaker's party and/or their personal property) suffer any loss, damage, injury, disappointment, inconvenience or otherwise, or where the performance or prompt performance of any obligations by North Yorkshire Moors Cottages are prevented or affected, by any event which North Yorkshire Moors Cottages could not have reasonably foreseen or avoided including war, threat of war, riot, civil strife, industrial action, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions closure of international borders, disease, none availability of transport services, interruption to services/utilities and all similar events outside the control of North Yorkshire Moors Cottages.

LAW AND JURISDICTION

All contractual obligations arising out of these conditions shall be subject to English Law and the exclusive jurisdiction of the English Courts.

These Terms and conditions supersede all previous issues.