

## **Terms and Conditions**

### **General**

This is a legally binding contract between the property owner, Paul & Joanna Roberts and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being Lightfoot House, Redmire, Nr Leyburn, N.Yorkshire, DL8 4ED.

### **Bookings**

A booking deposit is payable within 7 days of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, is payable not less than 6 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 6 weeks prior to the arrival date must be paid in full at the time of booking.

### **Cancellation by the Holidaymaker**

Cancellation of the booking by the holidaymaker should be made in writing via email to [enquiries@lightfoothouseholidaycottage.com](mailto:enquiries@lightfoothouseholidaycottage.com)

In the event of a cancellation, a charge will be made as per the following schedule. We strongly recommend you take out full holiday travel insurance including cancellation cover.

Time until start of stay	Charge to be taken
1 week or less	100% total booking cost
2 weeks or less	85% total booking cost
3 weeks or less	60% total booking cost
4 weeks or less	40% total booking cost
5 weeks or less	30% total booking cost
6 weeks or less	Deposit only

### **Cancellation by the Property Owner**

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker alternative dates. If alternative dates cannot be agreed then all monies paid excluding deposit will be returned by the property owner. No compensation or consequential losses shall be paid.

### **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property or their representative, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner shall not be liable to the holidaymaker for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment/or appliance in the property.

The replacement of lost keys incurs a charge of £10 per set.

The property owner shall not be liable for any loss/damage or injury that is a result of adverse weather conditions, riot, war, strikes or other matters beyond our control.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

We regret that we cannot accept responsibility for any lost property left behind at the end of your stay.

### **Number of Guests**

The maximum number of people entitled to stay at this property is 4 and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is prohibited.

We do not accept hen or stag parties.

## **Pets**

Up to two dogs are allowed in the property subject to the property owner's agreement. The number of dogs must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.

Dogs must be house trained and must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The holidaymaker shall be liable for all damage caused by his/her pet or any pet belonging to the holidaymaker's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

## **Arrival and Departure Time**

Every effort will be made to have the property available from 3pm on the day of arrival. The property must be vacated by 10am on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

## **Liability**

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

## **Cleaning**

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

## **Breakages**

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

## **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. No such matters can be dealt with after the completion of your stay.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.