**THE BARN GREEN END**

**Welcome**

These terms and conditions apply to any reservation you make with us, Louise and Carl Garrett, for holiday accommodation rental at The Barn Green End, Dale End Farm, Green End, Goathland, Whitby, North Yorkshire, YO22 5LJ

The contract is for the hire of the property for holiday purposes only. We do not accept bookings from guests under 18 years of age.

INITIAL PAYMENT

Bookings will be confirmed and reserved upon receipt of the required deposit payment. The deposit paid on the booking is non-­returnable.

If the booking is made within six weeks of the holiday commencement date, the full amount will be required at the time of booking.

 BALANCE PAYMENT

The balance of the total booking cost will be due for payment six weeks before the holiday commencement date. On receipt of the balance payment, advice on key collection arrangements and directions to the property will be sent to you. We reserve the right to cancel a holiday where full payment has not been received more than 14 days after the due date. We reserve the right to adjust prices quoted on our website or on details of the property, due to errors or omissions.

 METHOD OF PAYMENT

We accept payment by BACS

Cheques should be made payable to Louise Garrett with the start date of the hire written on the back. (DD/MM/YY)

BOOKING CANCELLATION

If you have to cancel your holiday, please inform us as soon as possible. If a cancellation is made with 6 weeks or more notice no charge will be made for the balance payment. If the cancellation is made with less than 6 weeks’ notice, the full balance will be charged. We strongly advice that you take out holiday insurance to cover cancellations.

PETS

We accept 2 well behaved dogs by arrangement.

Bookings that include pets are taken on the understanding that all flea and worming treatments are up to date. Please remember that they should not be allowed on the furniture or left unattended in the property and should be kept on a leash around the premises. You, as pet owner, will be responsible for removing any evidence left by your pet and reimbursing us for any damage caused.

We charge £40 for 1 dog and £50 for 2. This covers the extra cleaning involved, but we do advise anyone with allergies that we cannot guarantee that the property is completely dog hair free.

 AMENITIES

The use of The Barn Green End accommodation and its’ amenities is entirely at the user’s risk and no responsibility can be accepted for injury, or loss or damage to users or visitors’ belongings.

We will not be liable to you, any member of your party or person visiting the property during the period of your hire of it for happenings outside it’s reasonable control, such as breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests, or damage resulting from exceptional weather conditions or other unforeseeable circumstance.

 PARTY NUMBERS

In no circumstances may more than the maximum numbers of persons or pets agreed at the time of booking occupy the property. We reserve the right to refuse admittance if this condition is not observed. No refunds will be given if admittance has been refused for this reason. The person who completes the booking, i.e. the lead name, certifies that he or she is authorised to agree to the booking conditions on behalf of all members of the party, including any changes. The lead name must be over 18 years and a member of the party occupying the property. The lead name agrees to take responsibility for all members of the party. We reserve the right to refuse or revoke any bookings from parties that may in our opinion (and at our sole discretion) be unsuitable for the property.

YOUR RESPONSIBILITIES

For the whole of the period included within your booking, you will be responsible for the property and will be expected to take all reasonable care of it. The property and all equipment and utensils must be left clean and tidy at the end of the hire period. If the property is not left clean and tidy, any additional cleaning costs may be charged. Should there be any specific health or mobility difficulties which may affect a party member; this must be pointed out at the initial reservation stage so that the suitability of the property can be discussed.

The property is a strictly non-smoking premises and any party member wishing to smoke must do so well away from the Barn and any other building.

Please supervise children and/or pets at all times.

Our sewage system is off grid and all sanitary products must be disposed of in the bins provided. The system may block if sanitary towels, wipes or nappies etc are flushed away and a charge will be made to unblock it.

Please lock all doors when vacating the property and close all ground floor windows.

We provide a secure shed for cycles, please keep this locked at all times when unattended.

Cycles are not allowed in the Barn under any circumstances.

We live next door, and ask you to be respectful and mindful of noise and behaviour during your stay, thank you.

There is a BBQ area, this equipment and area must be used safely, responsibly and left clean for future use.

Arrivals no earlier than 4pm please and vacate the property by 10.00 am on the day of departure, along with any parking provision.

Car parking is provided, when parking please ensure that no access or exit points have been blocked. Additional parking is available on request.

We cannot accept responsibility for any property that you leave behind at the end of your stay. Whilst every effort will be done to return lost- property we will charge a minimum of £10 to cover postage and packaging.

DAMAGE

All damages and breakages should be reported as soon as is practicably possible and before the end of the holiday. The reasonable costs of miscellaneous repairs to and/or replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during the period of hire by you or other members of your party shall be payable on demand. Any Accidental Damage Deposits charged will be cashed on receipt to allow for bank clearance and reimbursed promptly after the holiday (less any deductions which may be incurred). We reserve the right to enter the property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). We reserve the right to repossess the property at any time where you or any member of your party has caused damage, and in such circumstances, we shall not be liable to make a refund of any remaining portion of the hire terms paid.

ACCIDENTAL DAMAGE DEPOSIT

With some bookings we may require an accidental damage deposit .This is charged with the balance of your holiday, it will be cashed on receipt and held by us to be applied against the reasonable costs of miscellaneous repairs to and/or replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during the period of hire by you or other members of your party. The balance of the accidental damage deposit will be returned to you within 7 working days of your departure date. Where such costs exceed the accidental damage deposit you will be required to pay the excess within 14 days of being notified.

AVAILABILITY

In the unlikely event that the property is not available through events arising outside of our control, we may be forced to cancel the booking and you will be advised as early as possible. Where possible, you will be offered suitable alternative accommodation, which, if not acceptable, will entitle you to a refund of all monies due. You will not as a result have any further claims against us. Please note that reservation requests are not confirmed bookings until we have contacted you and accepted a deposit.

RURAL LOCATION

We are in a beautiful location surrounded by countryside. Our water supply is from a spring and is filtered and regularly tested. We are not a working farm but wild and domesticated animals do roam nearby, please be tolerant of the sounds and scents that you may encounter.

COMPLAINT PROCEDURE

If you wish to make a complaint about anything connected with the hire of the property, please contact either Louise or Carl Garrett as soon as reasonably possible prior to departure so we can consider the complaint and take action to resolve this as soon as reasonably practicable.

In no circumstances can compensation be made for any complaints that are made after the hire has ended, or where we have been denied access to the property in order to address the issue during your stay.

We cannot accept responsibility for work taking place outside the boundary of the property, or for noise or nuisance resulting from third party activity over which we have no control.

We hope that you are completely happy with the property. In the unlikely event that you have any issues with your accommodation, please get in touch with us as soon as possible during your stay so that we can do our best to put it right.

DATA PROTECTION

Some of the data gathered during the course of a booking may be held on our computer. Please let us know if you don’t want us to keep this data after your visit. Otherwise we will add you to our mailing list and will occasionally inform you of any events or offers.

Terms and conditions may be subject to change

January 2020