



Whitby Accommodation

Church Hall
St Hildas Terrace
Whitby
YO21 3AG

WHITBY ACCOMMODATION - CONDITIONS OF HIRE

Tel: 07961 919687

Initial Payment: Bookings will be confirmed once a booking has been made through Air BnB.

Balance Payment: The balance of the holiday booking payment will be due as required by Air BnB.

Cancellation: Provided written or e-mail notice of cancellation is received no less than 5 weeks before the holiday commences, deposits may be offset against a later booking in the year, subject to availability. Otherwise the deposit is non-refundable in the event of cancellation.

Amenities: Whilst every care is taken to ensure that accommodation and amenities are suitable for use it is expected that all holidaymakers exercise caution and provide adequate supervision where necessary to prevent injury or damage. The owners should be contacted should there be any concerns over safety aspects. The owner at anytime can enter the unit. You will be given notice of this unless in an emergency situation.

Personal Belongings: Personal belongings are at the Holidaymaker's risk at all times.

Party Size: Under no circumstances may more than the maximum number of persons stated, occupy a property. We reserve the right to refuse admittance if this condition is not observed or refuse or revoke (before or during the holiday) any bookings from parties which may be unsuitable for the property concerned.

Holidaymaker's Responsibilities: The Holidaymaker is responsible for the property and is expected to take all reasonable care of the same. The property must be left clean and tidy at the end of the holiday period.

Damages & Breakages: All damages and breakages arising during your holiday are the responsibility of the guest and must be notified to the owners and paid for before departure.

Brochure/Website: We take all care to ensure the accuracy of all property descriptions. All information is given in good faith and assumed to be correct at the time of printing/publishing, we cannot be held responsible for any errors. Furthermore we cannot accept liability for happenings outside our normal reasonable control, such as breakdown of domestic appliances, wiring, plumbing, damage resulting from exceptional weather conditions resulting in loss, injury or accident. Neither can we accept liability for changes to specified amenities mentioned in the Brochure descriptions.

Availability: The Hiring Contract is made on the understanding that the property and its facilities as stated will be available for the dates stated. In the unlikely event of the property being unavailable through events arising out of our control, then we may be forced to cancel the booking. The Holidaymaker will be advised of any such circumstances as early as possible and will (where feasible) be offered alternative accommodation of a similar type, standard, price and location. If this is not possible, or if the alternative property offered is unacceptable to the Holidaymaker, then we will refund all monies paid in full - but thereafter the Holidaymaker will have no further claim against us.

Pets: Your well behaved dog is welcome at no extra charge. Pets are not allowed in the bedrooms or lounge. Dog owners must confine their dog to the kitchen, not leave them unattended at any time and must exercise them away from the house. Please clean up after your dog. **We will charge you for any damage caused by your dog.**

GENERAL INFORMATION

Arrival and Departure: The accommodation will be ready for you from 2.00p.m. onwards or by special arrangement. The accommodation must be vacated by 10.00a.m to allow for cleaning. We do ask that you leave the house clean and tidy and that the contents are left as you found them. Please also ensure all appliances (including the heating/hot water central heating system) are switched off before departure. Our aim is for you to enjoy your holiday in a clean and comfortable property. If we fall short of this please tell us during your stay. We will then do what we can to enable you to enjoy your stay. If we do not hear of problems until your stay is over we will not entertain any complaints made at a later date.

Linen: Bed Linen and Towels are provided.

Alterations to Bookings: If you wish to alter your booking please contact us as soon as possible and we will aim to provide an alternative where possible. Please note that additional costs may apply and your deposit may not be transferable.

Strictly No Smoking

Neighbours: Please respect the neighbours at all times, particularly when in the garden.