



Lahney Cottage

Staithes

TERMS AND CONDITIONS OF BOOKING

These terms and conditions are issued by the owners of Lahney Cottage (referred to as "we" or "us") and relate to all bookings for short term holiday rentals. These terms and conditions may be subject to change at any time after your booking has been confirmed. Your statutory rights are not affected by anything contained in this document.

Description of Property

We aim to ensure that all information for Lahney Cottage is up to date and, where possible, to advise you of any changes. We do, however, make changes and improvements throughout the year and there may be small differences to the property description and/or services provided at the time of your stay.

Bookings

Bookings must be made by an adult over the age of 18 who must be staying at the property for the specified booking.

The full name, address, telephone number, mobile number (for emergency contact during your stay) and email address of the lead guest must be given at the time of booking.

The number of guests must be stated at the time of booking, including any dogs. **We cannot accept more than two guests, and only those agreed at the time of booking are able to stay.**

If you are bringing your dog, this should be indicated at the time of booking. Due to the size of the cottage we can only realistically accept one medium-sized dog, or possibly two small ones - do please ask.

Bookings are only confirmed once your deposit/balance payment has been received. This must be within five days of the provisional booking and we reserve the right to cancel your booking if payment is not received on time. Please refer to the Payment Terms section for more details.

All bookings are subject to the payment of a refundable damage deposit. Please refer to the Payment Terms/Refundable Damage Deposit sections for more details.

Payment Terms

Bookings made more than 6 months in advance - 25% of the total rental is required to secure the booking, a further 25% is required 60 days prior to arrival, with the balance of 50% plus the damage deposit due 30 days prior to arrival.

Bookings made less than 6 months in advance - 50% of the total rental is required to secure the booking with the 50% balance plus damage deposit due 30 days prior to arrival.

Bookings made less than 1 month in advance - full payment including damage deposit is due at the time of booking.

Payment Methods

Our preferred payment method is by bank transfer. Cheques are also accepted, although for bookings made within 7 days of arrival bank transfer only please. We also accept PayPal.

Payment by bank transfer - please make your payment to HSBC Bank account in the name of High Winds Cottages Ltd, sort code 40-46-24, account number 01506161.

Payment by cheque - please make your cheque payable to High Winds Cottages Ltd, and send to Cliffdene, 46 Staithes Lane, Staithes, North Yorkshire, TS13 5AD. Please write your arrival date on the back of the cheque.

Refundable Damage Deposit

We charge a £50 refundable damage deposit for all our bookings and this is due with your holiday balance payment. This can be made either by bank transfer or by a separate cheque that will be held on file.

We reserve the right to make deduction from your damage deposit and/or pay in separate cheques without prior notice for any loss, damage or additional costs that could be considered as more than fair "wear and tear" or incurred directly as a result of your actions during your stay. Please refer to the Your Obligations section for more details.

Payment by bank transfer - we will inspect the cottage after your departure and aim to refund your damage deposit within seven days, assuming everything is in order. Please make sure we have your sort code and account number so that we can process your refund promptly.

Payment by separate cheque - this should be made payable to High Winds Cottages Ltd and dated and signed as normal. Please write your arrival date on the back of it. We will inspect the cottage after your departure and destroy your cheque, assuming everything is in order. If you would prefer it to be returned, then please send a stamped, self-addressed envelope with your cheque.

Cancellation Policy

Once payments have been made, please advise us in writing as soon as possible if you need to cancel your booking.

We will use all reasonable means to re-let the cottage and if we are successful, we will refund any deposits, balances and damage deposits paid before you notified us of your cancellation. If we are unable to re-let the cottage then the following charges will apply:

For cancellations made more than a month prior to the arrival date, you will lose any deposit already made.

For cancellations made less than a month prior to the arrival date, you will lose the full balance

The cost of any extras and the damage deposit will be refunded in full.

We reserve the right to cancel a booking without returning the deposit if balance payments and/or damage deposits are not received within 5 days of the due date specified at the time of booking.

In the event of snow or inclement weather that means you are unable to travel/access the cottage for your holiday, we will not be able to give a refund. We will, however, do all we can to arrange alternative dates with you. Any agreement will be subject to availability and may incur additional rental charges if your choice of alternative dates falls within a higher price bracket.

Your Obligations

You must take out your own insurance to protect you against any cancellation charges and/or personal loss during your stay.

You must take good care of the cottage and its contents, and leave it in the same condition in which you found it. You must inform us of any breakages, damages or losses during your stay. Accidents happen, and we will not charge you for breaking a glass or a plate, but we do need to know so that we can replace them, or make any necessary repairs before the next guests arrive. You will be liable for the cost of breakages, damage or losses that could be considered more than fair "wear and tear", and any additional cleaning costs, repairs and callout charges incurred as a result of your negligence/non-compliance with this condition.

Bed linen, cleaning, laundry and heating/electricity costs are included in the rental. If, however, we feel that these services have been abused (eg the cottage is left in a mess, or the heating is left on full blast), the cost will be taken from your damage deposit.

Only the number of guests confirmed at the time of booking are entitled to occupy the cottage. You should act in an appropriate manner at all times and give due consideration to other residents in the area. You should ensure that all doors and windows are closed and locked when you are not in the property.

Dogs are allowed in the property by prior arrangement only. They should be kept downstairs and off the furniture at all times. They should not be left unattended in the cottage at any time, unless shut in a travel crate, and must be trained not to damage the cottage in any way. Unlike a lot of cottages, we do not charge extra for dogs, but please ensure that there is no mess left by them or you will be charged for the additional cleaning.

You will have access to the cottage from 4pm on the day of arrival and must vacate by 10am on the day of departure, unless we have agreed a different time with you in advance of your stay.

Complaints

Please bring any complaints that you may have with the property to our attention during your stay. We will respond and try to resolve any issues that are within our control. We cannot consider any issue or complaint not brought to our attention during your stay.

Right of Entry

We reserve the right to enter the property at all reasonable times to make inspections and/or carry out any necessary repairs and maintenance.

Liability

We do not exclude our liability for any injury or damage caused to you property by our negligence. We shall not be liable for any loss or damage caused by circumstances or events beyond our control.