

TERMS AND CONDITIONS OF BOOKING

BOOKINGS PAYMENT

There is a 20% non returnable deposit at time of booking; the balance due 1 month before your holiday starts.

CANCELLATION/INSURANCE

In the event that you need to cancel a confirmed booking, this must be done in writing/email to High Catton Grange Holiday Cottages, High Catton Grange, Stamford Bridge, York, YO41 1EP.

The following cancellation charges will apply:

Cancellation 1 month before arrival date = 100% payable

Cancellation 6 weeks before arrival date = 50% payable

*Depending on the circumstances on your cancellation, we can sometimes carry over a deposit or full amount (if already paid in full) to another week.

We strongly recommend that you take out a travel insurance policy.

OVERSEAS BOOKINGS

Payment can be made direct into our bank account or alternatively by a sterling cheque drawn on a UK bank.

ARRIVAL & DEPARTURE TIMES

The lettings commence at 3.00pm on day of arrival, and end at 10:00am on the day of departure.

GROUPS OF YOUNG PEOPLE

We regret we are unable to accept bookings from groups of people under the age of 25.

NUMBER IN PARTY

This must not exceed the maximum number stipulated in the property description.

COMPLAINTS

Any complaint must be notified immediately so that an investigation can be made if necessary and any remedial action taken if required. Complaints will not be accepted after the tenancy has ended.

NON AVAILABILITY OF PROPERTY

If for any reason beyond the owners control the property is not available on the date booked, all payments will be refunded in full but the hirer shall have no further claim against the owners.

COTS & HIGHCHAIRS

Are available, please ask when booking. (For cots please bring own bed linen).

RIGHT OF ENTRY

The hirer must allow owners reasonable access to the property, at all reasonable times, on reasonable notice, for the purpose of inspection or to carry out any necessary repairs or maintenance.

VAT

VAT is included in the rental where applicable.

LIABILITY

We the owners are not liable to you or any member of your party for any loss or damage to person or property arising from the letting.

LOSS, DAMAGE & CARE OF PROPERTY

The hirer is responsible for any loss or damage to the property (reasonable wear and tear excluded), for taking good care of the property and leaving it in a clean and tidy condition. Should it be found that an excessive amount of cleaning is required a charge will be made.

DESCRIPTIONS

High Catton Grange Holiday Cottages take every good care to ensure the accuracy of their property descriptions. All information is given in good faith and believed correct at the time of printing. We cannot be held responsible for any errors or omissions.

ELECTRICITY/HEATING

Included in the rent.

BED LINEN

Bed linen (with exception of cots) is provided and beds made up ready for your arrival.

PETS

Dogs are accepted in The Cottage only. Dogs must not be left unattended at any time or allowed on the furniture or in the bedrooms. Fees apply.

SMOKING

Strictly non smoking policy in all cottages.

SAFETY

Guests must accept responsibility for their own and their children's safety. Play equipment, cots, highchairs, and children's safety equipment where provided is used at your own risk.

CAR PARKING

Ample spacious parking is provided for each property – cars are parked at owner's risk. Additional parking also available for visiting guests.

INTERNET

We provide a free broadband internet connection for guests use. By using our internet connection you agree not to undertake any illegal activity this includes but is not restricted to the illegal downloading of copyright material.

www.highcattongrange.co.uk

The Courtyard House
Ruxpin Cottage
The Cottage