

T H E F A R M H O U S E – T E R M S & C O N D I T I O N S

Bookings and Confirmation

- A 25% deposit is taken at the time of booking.
- Cancellation: Should you need to cancel any deposit paid is non – refundable. All cancellations are subject to a £20 cancellation fee. A 21-day cancellation policy applies (in the event of cancellation within that time or in the event of a non-arrival guests will be charged for the full cost of their stay).
- Bookings taken within four weeks of arrival at the Property must be paid in full at the time of booking.
- Once we have received your booking details and all appropriate payments, we will issue a receipt. (Please contact us immediately if any information that appears on the confirmation is incorrect or incomplete.)
- A reminder will be sent to you two weeks before the balance of payment is due. The balance of the rental cost must be paid four weeks (28 days) prior to your arrival, failing which we reserve the right to treat the booking as cancelled.

Cancellation Policy

- If you request any changes to your booking we will endeavour to comply but cannot guarantee to be able to do so.
- Cancellation of your booking must be made in writing.
- We recommend that you take out independent holiday insurance before your trip.

Your responsibilities

- Check-in and check-out times should be arranged in advance with the us. These times are generally 3pm (check-in) and 10 am (check-out). Guests must respect the departure times agreed.
- Emergency Evacuation Plans are available in all bedrooms. Guests must ensure that they and any children are aware of the Fire Evacuation Plan relating to their bedroom. The Booking Party must ensure that any guest requiring a personal evacuation plan meets with a member of our team to discuss this, on arrival.
- The Farmhouse, Potting Shed and Curlew cottage and all furniture, fittings, facilities, equipment and grounds must be kept in the same state of repair and condition as at the commencement of the booking and should be returned in a good state of cleanliness and general order.
- Damages: Whilst the cost of the occasional minor breakage is included in our pricing, more extensive damage to hard or soft furnishings, fixtures, fittings and decorations will be charged for. The accommodation will be inspected immediately following the booking and damage found will be photographed and emailed to the customer prior to the following guests arrival. Please notify us on any damage caused prior to your departure.
- Guests of our self-catered cottages are advised that they must adhere to the waste/recycling policy for their property.
- Cars are parked on the grounds at the owner's risk.
- Guests should maintain appropriate behaviour. Should a member of the party abuse the Property or display dangerous, offensive or rude behaviour to our representatives or any third parties (e.g. neighbours) we reserve the right to require the person(s) concerned to leave the Property immediately.
- Guests are responsible for maintaining acceptable levels of noise at the Property and within the grounds and vicinity of the property particularly between the hours of 10.00pm and 8.00am. In the event of you or any member of your party breaching this responsibility, we reserve the right to ask you to vacate the Property and the contract will terminate immediately without refund or compensation.
- The Booking Party should ensure that the group does not exceed the maximum number of people stated in the property details to reside at the Property nor sub-let the Property nor allow anyone to stay at the Property who is not included in the booking. Names and contact details for all individual members of your party must be provided to us on arrival. Please inform us of any changes to the members of your party.
- In the event of any member of the party breaching the responsibilities set out above, we reserve the right to ask the party to vacate the Property and the contract will terminate immediately without refund or compensation and the group organiser will remain liable for any costs or damages incurred by us as a result of your breaching these Booking Terms and Conditions.

The Farmhouse, Orchard Farm, Goathland, Whitby, YO22 5JX

T: 01947 896391 | E: enquiries@thefarmhouseyorkshire.co.uk | W: thefarmhouseyorkshire.co.uk

Please Note: where a group organiser is 'employed' they are to take overall responsibility for the party. All children are to be the responsibility of an adult.

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