



**ONE BECKSIDE
STAITHES**

BOOKING TERMS & CONDITIONS

ONE BECKSIDE, STAITHES, NORTH YORKSHIRE TS13 5BU

Thank you for choosing to book One Becksides. In booking direct with the owners, you are entering into an agreement with us and legal requirements oblige us to draw your attention to certain terms and conditions.

CONTRACT FOR HOLIDAY LET

This contract is between the hirer (the Guest) and Emma and Jonathan Shepherd (the Owners). Holiday rental is subject to confirmation by the Owners to the Guest. The hirer must be at least 18 years of age at the time of booking of One Becksides (the Property).

BOOKING & ACCEPTANCE

A booking will exist if either:

- a) 30% deposit has been paid; the completed booking form has been received and acknowledged by the owners; and the balance has been paid no less than 8 weeks before the start of the rental period.

OR

- b) the payment of the full rental amount if the booking is made within 8 weeks of the start date; and the completed Booking Form have been received and acknowledged by the Owners.

Once full payment has been received the Owners will forward a confirmation and further information including directions to the Property, arrangements for entry and local contact point in the event of problems.

Please note for direct bookings, we only accept payment in GBP pounds sterling via bank transfer or credit card via paypal.com upon request at a 3.5% surcharge.



ONE BECKSIDE STAITHES

INSURANCE

The Guest is expected to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc since these are not covered by the Owners' insurance. Please note that the Owners neither act for, nor do they recommend, any particular provider of travel insurance.

GUEST CANCELLATION

By making your booking, this agreement is a legal contract. If for some reason the holiday cannot be taken the Guest must notify the Owners by telephone, followed by written confirmation. If the Property cannot be re-let, the Guest is still liable to pay for the booking in full, even if the Owners have not received the balance.

Should the Owners succeed in re-letting the Property, the Guest is no longer liable for the balance, which will be refunded if already paid, less any costs or losses incurred.

Please note that the deposit is not refundable under any circumstances. The Owners strongly recommend that you take out cancellation insurance to cover this cost.

OWNER CANCELLATION

The Owners would only cancel the Guest's holiday if the Property was unavailable for reasons beyond their control. They would then refund all monies paid by the Guest for the holiday. The Owners' liability would not extend beyond this refund.

PRICES

The price of the accommodation includes the following:

Bed linen, towels, electricity, heating, hot water, cleaning and occupancy for up to 4 persons.



ONE BECKSIDE STAITHES

PETS

Two small, well behaved dogs are permitted by prior arrangement only at no additional cost. However, the Guest is required to restrict him/her to the ground floor kitchen and lounge area only. Dogs are not allowed on the other floors, on beds or furniture and he/she must not be left unattended in the Property.

Please bring your own dog bed/blanket as these are not provided.

If the Guest or any members of the party has a pet allergy, please be aware that no guarantee can be made as to whether or not a dog has not stayed in the Property previously and the Owners cannot accept any responsibility for any subsequent health reaction.

CHILDREN

The Owners welcome children of all ages. Please note, the staircases are steep and narrow. Retractable baby/pet gates are provided at the foot of each staircase. A travel cot and portable high chair can be provided upon request at the Guest's own risk.

PEOPLE WITH DISABILITIES & MOBILITY PROBLEMS

The cottage has narrow entrances and narrow staircases which unfortunately means the Property is not suitable for wheelchair users and people with walking difficulties may find the staircases problematic,

MAXIMUM OCCUPANCY

The maximum number of people to stay in the Property must not exceed the advertised capacity of four.

SMOKING POLICY

The Owners operate a strict no smoking policy throughout the Property. The Guest may smoke outside in the yard.

PARKING PERMIT

By making use of our parking permit for the Scarborough Borough Council run Bank Top Car park, you agree to return the permit at the end of your holiday. Failure to do so will incur a £50 charge from the owners.



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ARRIVAL & DEPARTURE TIMES

The Guest can arrive at the Property at any time after 3pm on the start date of your rental period (unless the Owners tell you otherwise, for example on your confirmation or in the key collection details the Owners send you).

Any delay or inaccessibility incurred due to detrimental travel or weather conditions is not the responsibility of the Owners.

The Guest should be ready to leave the Property by 10am on the last day of your rental period (unless otherwise arranged with the Owners. The rental period cannot be extended without permission and The Guest will be liable for any cost whatsoever incurred as a result of unauthorised extension.

ALTERATIONS TO BOOKINGS

The Guest shall notify the Owners in advance of arrival of any changes to the names of people staying in the Property.

GUEST RESPONSIBILITIES

The Guest is responsible for keeping the Property and all furnishings, fixtures and fittings in the same state of repair as at the commencement of the holiday.

The Guest is responsible for leaving the cottage in a clean and tidy condition. Should the Guest leave the Property in an unacceptable condition, the Owner reserves the right to invoice for the additional cleaning costs.

The Guest shall report to the Owner without delay any defects, breakdown of equipment or appliances in the Property, upon which arrangements for repair and/or replacement will be made as soon as possible. The Owners do not normally charge for minor breakages, but may invoice for repair or making good if the damage or breakage is significant.

The Guest agrees not to act in any way that would cause disturbance to people in neighbouring properties.

The Owner/representative has the right to reasonable necessary access to the Property, and access in the event of any emergency.



ONE BECKSIDE STAITHES

OWNER LIABILITIES

The Owners do not accept any liability for any damage, loss or injury to any Guest or any vehicles or possessions, unless proven to be caused by a negligent act by themselves or their employees or contractors whilst acting in the course or employment.

The Owners shall not be liable to the Guest for any temporary defect or stoppage in the supply of services to the Property, nor in respect of any equipment or appliances in the Property or any loss, damage or injury as a result of adverse weather conditions or such matters beyond the control of the Owner.

The Owners reserve the right to replace furniture and furnishings as necessary and as such they may not exactly be as shown in the Property photos.

WIFI & TELEPHONE PROVISION

WIFI and internet telephones are provided free of charge but do not form part of the booking contract.

There shall be no liability on the part of the Owners to be responsible for the quality, speed or failure of the system as this is beyond their control.

Use of the telephones is to be restricted to calls to UK landlines and mobiles only. Premium rate and international calls will be charged for.

Please note, if there is a power cut or the internet is down, the telephones will not work.

For emergency calls, knock on a neighbour's door and ask to use theirs if your mobile doesn't work.

DATA PROTECTION

Any data collected during the course of this booking will be stored on the Owners' computer/s and/or in their personal manual filing system. With the Guest's permission the Owners may, from time to time, contact you with promotional offers for rebooking our cottage. Should the Guest prefer this not to happen, please inform the Owners. The Owners will not share the Guest's details with any third party.



**ONE BECKSIDE
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CARING FOR YOUR SAFETY

The well-being of our guests is extremely important to us and we will at all times endeavour to make your holiday as enjoyable as possible. Please remember that when you stay in unfamiliar surroundings, you must take special care of yourself and your family.

Check the layout of the holiday cottage so that in an emergency you can get out quickly and easily. Check for the fire extinguisher and fire blanket, read the instructions on their use familiarise yourself with the fire risk assessment and evacuation procedures in the unlikely event of a fire.

Do read the house welcome folder as it contains important information about the Property and safety.

A warm welcome awaits you at One Becksides. Have a great holiday in Staithe!

Emma & Jonathan Shepherd

Tel: 01756 761 689 / 07904 124 276

Email: info@becksidestaithe.com:

Web: www.becksidestaithe.com