

Terms and Conditions for Barbers Cottage Holiday Rental in Staithes

1. Introduction

These Terms and Conditions govern the rental Barbers Cottage (“the Property”) in Staithes. By booking and staying at the Property, you (“the Guest”) agree to abide by these Terms and Conditions.

2. Booking & Payment

- A deposit of 10% of the total rental cost is required at the time of booking to secure the reservation.
- The remaining balance must be paid no later than 4 weeks before the arrival date.
- If booking within 4 weeks of arrival, full payment is required at the time of booking.
- Payment can be made via bank transfer.

3. Cancellation Policy

- Cancellations made more than 4 weeks before arrival will receive a full refund, minus the deposit.
- Cancellations made within 4 weeks of arrival will not be refunded unless we are able to re-let the Property for the same period.
- We recommend that Guests take out travel insurance to cover unforeseen circumstances.

4. Security Deposit

- A security deposit of £100 is required and will be refunded within 7 days of departure, provided no damage or excessive cleaning is required.

5. Check-in & Check-out

- Check-in is from 3PM on the day of arrival.
- Check-out is by 10AM on the day of departure.
- Late check-outs may incur an additional charge unless agreed in advance.

6. Guest Responsibilities

- The Property must be used solely for holiday purposes and not for any commercial activity.
- The maximum number of Guests allowed is 9 (up to 6 adults and 3 children) and must not be exceeded.
- The Guest is responsible for keeping the Property clean and in good condition during their stay.
- Any damage, breakages, or maintenance issues must be reported as soon as possible.
- The Property is strictly non-smoking. Any evidence of smoking inside will result in an additional cleaning charge.

- No pets are allowed unless explicitly agreed upon in writing at the time of booking.

7. Noise & Consideration for Neighbours

- Guests must respect the peace and quiet of the neighbourhood.
- No loud music or parties are allowed at the Property.

8. Liability

- The Owner is not liable for any accidents, injuries, loss, or damage to personal property during the stay.
- The use of the Property, its facilities, and any surrounding areas is at the Guest's own risk.

9. Force Majeure

- The Owner is not responsible for circumstances beyond their control (e.g., severe weather, power outages, or government restrictions) that prevent the Guest from staying at the Property. However a refund or new booking would be arranged.

10. Complaints & Issues

- Any complaints or issues should be reported immediately so that they can be addressed.
- No refunds will be given for complaints made after departure if we were not given the opportunity to resolve the issue during the stay.

11. Governing Law

- These Terms and Conditions are governed by the laws of England and Wales, and any disputes shall be resolved in the relevant courts.

By making a booking, the Guest acknowledges they have read and agreed to these Terms and Conditions.

For any questions, please contact Kate Hood or Karen Collinson on barberscottage@gmail.com or our numbers are in the guest information booklet.