

Wharfedale Cottage

Booking Terms and Conditions

Thank you for choosing to book Wharfedale Cottage. In doing so you are entering into an agreement with us and legal requirements oblige us to draw your attention to certain terms and conditions:

1. Contract for Holiday Let:

This contract is between the hirer (the Guest) and Jan & John Hall (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.

2. Booking and 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 **4** weeks before the start of the rental period.

OR

b) the payment of the full rental amount if the booking is made within **4** 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.

3. 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.

4. Guest cancellation: See Covid 19 update

By making the 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.

5. Owner cancellation : See Covid 19 update

The Owners would only cancel your holiday if your accommodation 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.

6. Arrival and Departure Times: See Covid 19 update

The rental period shall commence at 3.00pm on the first day and finish at 10.00am on the last day unless otherwise agreed. Any delay or inaccessibility incurred due to detrimental travel or weather conditions is not the responsibility of the Owners.

The rental period cannot be extended without permission and Guests will be liable for any cost whatsoever incurred as a result of unauthorised extension.

7. Prices:

The price of the accommodation includes the following:
electricity, linen, fuel, hot water, cleaning and occupancy for up to 4 persons.

8. Pets:

Sorry, we do not allow pets at this property.

9. Children:

Sorry, children under the age of 10 years old are not allowed at this property.

10. Alterations to Booking:

The Guest shall notify the Owner in advance of arrival of any changes to the names of people staying in the Property, and in any event the maximum number of people to stay in the Property must not exceed the advertised capacity of 4.

11. Guest's Responsibilities: See Covid 19 update

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 property must be left in the same state of cleanliness as found on arrival. If the Guest leaves 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.

12. Owners' 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 ourselves or our employees or contractors whilst acting in the course of 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.

13. Data Protection Act:

Guests' details essential for running the business are kept on a computer. We commit to keep this data secure, and never to share it outside the business. You have the right a) to request that we don't send you any information – e.g. on future availability b) to see any information we hold on you – although we will make a small administration charge for this.

14. WiFi Provision:

WiFi is provided free of charge and does not form part of the booking contract.

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

15. Caring for your safety: [See Covid 19 update](#)

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, and read the instructions on their use. Do read the house book as it contains important information about the property and safety.

Wharfedale Cottage
Westgate
Kettlewell
BD23 5QU

Owners
Jan & John Hall

Revised March 8th 2021