

Ardbank | Staithes

TERMS AND CONDITIONS OF BOOKING

These terms and conditions are issued by the owners of Ardbank (referred to as “we” or “us”) and relate to all bookings for short term holiday rentals. These terms and conditions may be subject to change at any time after your booking has been confirmed. Your statutory rights are not affected by anything contained in this document.

Description of Property

We aim to ensure that all information for Ardbank is up to date and, where possible, to advise you of any changes. We do, however, make changes and improvements throughout the year and there may be small differences to the property description and/or services provided at the time of your stay.

Parking

Use of the driveway parking space is at guest's discretion. We do not take any responsibility for any damage to guest's vehicles whilst using the driveway parking space.

Bookings

Bookings must be made by an adult over the age of 18 who must be staying at the property for the specified booking.

The full name, address, telephone number, mobile number (for emergency contact during your stay) and email address of the lead guest must be given at the time of booking. Please also provide the names of any other guests and the age of anyone under the age of 18.

The number of guests must be stated at the time of booking, including any dogs. **We cannot accept more than six guests, and only those agreed at the time of booking are able to stay.**

If you are bringing your dog, this should be indicated at the time of booking. We do usually limit the number of dogs to two depending on size, so please ask and provide details before booking.

Bookings are only confirmed once your deposit payment has been received. This must be within 24 hours of the provisional booking or sooner as advised, and we reserve the right to cancel your booking if payment is not received on time. Please refer to the Payment Terms section for more details.

All bookings are subject to the payment of a refundable security bond. Please refer to the Payment Terms/Refundable Security Bond sections for more details.

Payment Terms

Bookings made more than 6 months in advance – 25% of the total rental is required as a deposit to secure the booking, a further 25% payment is required 60 days prior to arrival, with the balance payment of 50% plus the refundable security bond due 30 days prior to arrival.

Bookings made less than 6 months in advance – 50% of the total rental is required as a deposit to secure the booking with the 50% balance plus the refundable security bond due 30 days prior to arrival.

Bookings made less than 1 month in advance – full payment including refundable security bond is due at the time of booking.

Payment Methods

Our preferred payment method is by bank transfer. Bank details will be provided on acceptance of your booking request.

If you would prefer to pay using PayPal please let us know and we will send you a payment request through the PayPal website.

Refundable Security Bond

We charge a £100 refundable security bond for all our standard bookings and this is due with your final holiday balance payment. If you are an artist exhibiting in the cottage during Staithes Festival of Arts Weekend the refundable security deposit is £150 due to increased foot fall in the cottage.

We reserve the right to make deduction from your security bond without prior notice for any loss, damage or additional costs that could be considered as more than fair “wear and tear” or incurred directly as a result of your actions during your stay. Please refer to the Your Obligations section for more details.

Refund by bank transfer – we or our agents will inspect the cottage after your departure and aim to refund your security bond within seven days, assuming everything is in order. Please make sure we have your sort code and account number so that we can process your refund promptly.

If you have used PayPal to pay for your booking, the refund will be made to the same PayPal account from which the payment originally came.

Cancellation Policy

Once payments have been made, please advise us in writing as soon as possible if you need to cancel your booking.

We will use all reasonable means to re-let the cottage and if we are successful, we will refund any deposits, balances and security bond payments paid before you notified us of your cancellation. If we are unable to re-let the cottage then the following charges will apply:

For cancellations made more than one month prior to the arrival date, you will lose any deposits/payments already made.

For cancellations made less than one month prior to the arrival date, you will lose the full balance.

The cost of the security bond will however be refunded in full.

We reserve the right to cancel a booking without returning the deposit if balance payments and/or security bond payments are not received within 3 days of the due date specified at the time of booking.

In the event of snow or inclement weather that means you are unable to travel/access the cottage for your holiday, we will not be able to give a refund. We will, however, do all we can to arrange alternative dates with you. Any agreement will be subject to availability and may incur additional rental charges if your choice of alternative dates falls within a higher price bracket.

Your Obligations

You are advised to take out your own insurance to protect you against any cancellation charges and/or personal loss during your stay.

You must take good care of the cottage and its contents, and leave it in the same condition in which you found it. You must inform us of any breakages, damages or losses during your stay. Accidents happen, and we will not charge you for breaking a glass or a plate, but we do need to know so that we can replace them, or make any necessary repairs before the next guests arrive. You will be liable for the cost of breakages, damage or losses that could be considered more than fair "wear and tear", and any additional cleaning costs, repairs and callout charges incurred as a result of your negligence/non-compliance with this condition.

Cleaning, laundry and fair usage electricity costs are included in the rental. If, however, we feel that these services have been abused (eg the cottage is left in an unacceptable condition or the hot water/heaters are left on excessively) the cost will be taken from your damage deposit.

Only the number of guests confirmed at the time of booking are entitled to occupy the cottage. You should act in an appropriate manner at all times and give due consideration to other residents in the area. You should ensure that all doors and windows are closed and locked when you are not in the property.

Dogs are allowed in the property by prior arrangement only. They should be kept out of the bedrooms, and off the grey corner sofa and the grey chairs at all times. They should not be left unattended in the property at any time, unless shut in a travel crate or in the kitchen and must be trained so as not to damage the property in any way. Unlike a lot of cottages, we do not charge extra for dogs, but please ensure that there is no mess left by them or the cost of additional cleaning will be taken from your security bond.

Ardbank is STRICTLY NO SMOKING. Smoking / vaping is not permitted anywhere inside the property.

The charging of electric vehicles is NOT permitted at the property.

Guests must be respectful of neighbours at all times and keep noise to a minimum, especially when seated outside.

You will have access to the property from 4pm on the day of arrival and must vacate by 10am on the day of departure, unless we have agreed a different time with you in advance of your stay.

Complaints

Please bring any complaints that you may have with the property to our or our attention during your stay. We will respond and try to resolve any issues that are within our control. We cannot consider any issue or complaint not brought to our attention during your stay.

Right of Entry

We or our property managers reserve the right to enter the property at all reasonable times to make inspections and/or carry out any necessary repairs and maintenance.

Liability

We do not exclude our liability for any injury or damage caused to you or your property by our negligence. We shall not be liable for any loss or damage caused by circumstances or events beyond our control.

The parking space directly outside the property is not suitable for very large vehicles. We do not take any responsibility if your vehicle is damaged whilst entering, exiting or whilst parked on the parking space.

Contact details prior to your stay

Elizabeth Edwards, mobile number: 07973 691578, email: eaedwards@btinternet.com