**THE BARN GREEN END**

**Welcome**

These terms and conditions apply to any reservation you make with us, the Owners, Louise and Carl Garrett, for Bed and Breakfast at The Barn Green End, Dale End Farm, Green End, Goathland, Whitby, North Yorkshire, YO22 5LJ

BOOKING To secure an advance reservation we ask for a deposit of 50% of the total cost of your stay. The remaining balance is payable on arrival. The person who completes the booking, i.e. the lead name, certifies that he or she is authorised to agree to the booking conditions on behalf of all members of the party, including any changes. The lead name must be over 18 years and a member of the party occupying the property.

PARTY NUMBERS

In no circumstances may more than the maximum numbers of persons or pets agreed at the time of booking occupy the property. We reserve the right to refuse admittance if this condition is not observed. No refunds will be given if admittance has been refused for this reason. The lead name agrees to take responsibility for all members of the party. We reserve the right to refuse or revoke any bookings from parties that may in our opinion (and at our sole discretion) be unsuitable for the property.

CANCELLATION POLICY The deposit will be refunded according to the cancellation conditions. If the booking is cancelled less than 30 days before arrival then a charge equal to the full booking price will be paid. If the booking is cancelled 30 or more days before arrival then a charge equal to 10% of the stay will be made.

In the event of a no show or booking reduction (after arrival date) the full cost of the booking will be charged.

We reserve the right to adjust prices quoted on our website or on details of the property, due to errors or omissions.

 METHOD OF PAYMENT

We accept payment by BACS

Cheques should be made payable to Louise Garrett with the start date of the hire written on the back. (DD/MM/YY)

We strongly advice that you take out holiday insurance to cover cancellations.

PETS

We accept 2 well behaved dogs by arrangement.

Bookings that include pets are taken on the understanding that all flea and worming treatments are up to date. Please remember that they should not be allowed on the furniture or left unattended in the property and should be kept on a leash around the premises. You, as pet owner, will be responsible for removing any evidence left by your pet and reimbursing us for any damage caused.

We charge £20 per dog per night. This covers the extra cleaning involved, but we do advise anyone with allergies that we cannot guarantee that the property is completely dog hair free.

ASSUMPTION OF RISKS

The use of The Barn Green End accommodation and its’ amenities is entirely at the user’s risk and no responsibility can be accepted for injury, or loss or damage to users or visitors’ belongings. We take care to keep you safe but in the event of an accident we are not held responsible for such accidents (to the greatest extent permitted by law)

We will not be liable to you, any member of your party or person visiting the property during the period of your stay for happenings outside its reasonable control, such as breakdown of domestic appliances, plumbing, wiring, WiFi, temporary invasion of pests, or damage resulting from exceptional weather conditions or other unforeseeable circumstance.

Nothing in these conditions excludes or limits the Owners:

* For death or personal injury caused by the Owners negligence.
* For any matter which would be illegal for the Owners to exclude or attempt to exclude their liability

RURAL LOCATION

We are in a beautiful location surrounded by countryside. At times our location effects our WiFi signal. We recommend that guests download anything they wish to view before their holiday and if possible, use their own Data while staying at the barn. Our water supply is from a spring and is filtered and regularly tested. We are not a working farm but animals roam nearby and there are sometimes potentially dangerous farm vehicles and equipment in the vicinity.

YOUR RESPONSIBILITIES

The property is a strictly non-smoking/Tobacco premises and any party member wishing to smoke must do so well away from the Barn and any other building /equipment. Please use the provided sand filled bucket for fag ends.

Please supervise children and/or pets at all times.

Should there be any specific health or mobility difficulties which may affect a party member; this must be pointed out at the initial reservation stage so that the suitability of the property can be discussed.

Our sewage system is off grid and all sanitary products must be disposed of in the bins provided. The system may block if sanitary towels, wipes or nappies etc are flushed away and a charge will be made to unblock it.

Please lock all doors when vacating the property and close all ground floor windows.

We provide a secure shed for cycles, please keep this locked at all times when unattended.

Cycles are not allowed in the Barn under any circumstances.

We live next door, and ask you to be respectful and mindful of noise and behaviour during your stay, thank you.

There is a BBQ area, this equipment and area must be used safely, responsibly and left clean for future use.

Arrivals no earlier than 4pm please and vacate the property by 10.00 am on the day of departure, along with any parking provision.

Car parking is provided, when parking please ensure that no access or exit points have been blocked. Additional parking is available on request.

We cannot accept responsibility for any property that you leave behind at the end of your stay. Whilst every effort will be done to return lost- property we will charge a minimum of £10 to cover postage and packaging.

DAMAGE

All damages and breakages should be reported as soon as is practicably possible and before the end of your stay. The reasonable costs of miscellaneous repairs to and/or replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during you or other members of your parties stay shall be payable on demand.

AVAILABILITY

In the unlikely event that our property is not available through events arising outside of our control, we may be forced to cancel the booking and you will be advised as early as possible. Where possible, you will be offered suitable alternative accommodation, which, if not acceptable, will entitle you to a refund of all monies due. You will not as a result have any further claims against us. Please note that reservation requests are not confirmed bookings until we have contacted you and accepted a deposit.

COMPLAINT PROCEDURE

If you wish to make a complaint about anything connected with your stay in the Barn, please contact either Louise or Carl Garrett as soon as reasonably possible prior to departure so we can consider the complaint and take action to resolve this as soon as reasonably practicable.

In no circumstances can compensation be made for any complaints that are made after your departure, or where we have been denied access to the property in order to address the issue during your stay.

We cannot accept responsibility for work taking place outside the boundary of the property, or for noise or nuisance resulting from third party activity over which we have no control.

We hope that you are completely happy while staying with us. In the unlikely event that you have any issues with your accommodation, please get in touch with us as soon as possible during your stay so that we can do our best to put it right.

Terms and conditions may be subject to change

January 2020