

Terms and Conditions – Corner Cottage Filey Bookings

General

This is a legally binding contract between the property owner/manager and the holidaymaker. The property owner/manager is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being Corner Cottage, 86 Sunrise Drive, Filey, North Yorkshire, YO14 9GF, United Kingdom.

Bookings

A booking deposit is payable within 2 days of the provisional booking being taken, **unless the arrival date is within the next 6 weeks where payment must be made in full on the same day.**

All bookings are taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, **it can be cancelled at any time without prior notice.**

The balance of the rental charge, along with any breakage deposit, is payable not less than 6 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker.

Cancellation by the Holidaymaker

Cancellation of the booking (or a change request) by the holidaymaker should be made to the owner/manager at the earliest opportunity (using the contact details on this email).

In the event of a cancellation, we will attempt to re-let the property and if successful, a discretionary payment may be made. However, we strongly recommend you take out holiday cancellation insurance.

Cancellation by the Property Owner

The property owner/manager will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner/manager has to cancel the booking, we will endeavour to find the holidaymaker suitable alternative accommodation at The Bay. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner/manager shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner/manager reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required. We also reserve the right to arrange for trademen to visit the property if an issue has been highlighted by guests, at a mutually convenient time.

The property owner/manager is entitled to ask the holidaymaker to leave the property without any refund if, in their opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable. Guests should familiarise themselves with The Bay site regulations below.

The property owner/manager reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner/manager reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

Number of Guests

The maximum number of people entitled to stay at this property is 8 and furthermore, only those people named on the booking form or reported to the owner/manager in other correspondence are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is prohibited.

Arrival and Departure Time

Every effort will be made to have the property available from 3pm on the day of arrival. The property must be vacated by 10am on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

Smoking & vaping

No smoking or vaping is allowed inside the property. If you wish to smoke/vape outside, please ensure you remove all evidence of this prior to departure. We will retain part/all of your breakage deposit if we find evidence of these strict rules being disregarded.

Lost property

Items left at the property at the end of the stay should be reported immediately. If found, the holidaymaker should make the necessary arrangements for items to be collected or posted on. An admin payment of £5 on top of costs may be added.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property require additional cleaning above that expected after a stay.

Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner/manager prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for but should still be reported.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner/manager immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner/manager will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Return of Breakage Deposit

Your breakage deposit, minus any deductions, will be returned to you within 1 week of the departure.