



Crag House Farm

DALE VIEW - TERMS AND CONDITIONS

Booking Terms and Conditions for Dale View Barn, Crag House Farm

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Thank you for choosing to book Dale View Barn. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Payment

There are no hidden costs. The price of the accommodation includes the following: electricity, wifi, hot water, central heating, logs, Gas BBQ, towels and cotton bed linen but please bring your own cot linen.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email and the deposit of 25% of the cost of the holiday has been received and acknowledged. The total price you pay for your holiday includes an administration fee of £75 this is not itemised separately but included in the initial deposit you pay for your holiday and in the event of cancellation is non-refundable.

We welcome children of all ages.

Dale View Barn is pet free

We do not accept single gender parties (hen and stag parties)

Dale View Barn is strictly non smoking or vaping.

Without prior agreement our facilities indoors and outside are for the express use of the 6 people booked into the barn.

Cancellation and Insurance

Cancellation by You

Cancellations must be immediately notified to us and confirmed in writing. The treatment of a cancellation will depend on
the date the booking was made
when the cancellation is made and
the reason for the cancellation

Bookings placed from 09 January 2021 will be treated based on the reason for the cancellation, the length of time between cancellation and your holiday, and our ability to re-let the property, as follows:

Crag House Farm Covid 19 Policy

National Lockdown – In the event of a national lockdown that coincides with your holiday, where you are unable to travel, and we are prevented from opening, you will receive a full refund.

Regional/Local Lockdown – In the event that the address given on the booking is put into Local/Regional Lockdown, rendering you unable to travel, and the period of restriction covers the period of your booking, you will receive a full refund. Please note that this applies only to the address given on the booking by the lead booker, and does not apply if an unidentified party member at a different address is unable to travel due to local lockdown.

Your inability (or the inability of any, some or all of your intended occupants) or disinclination to travel to and stay at your hired Cottage for any reason. This includes – but is not limited to – illness (including Covid), a requirement or recommendation to self-isolate or quarantine, a call to jury duty, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown, and delays with public transport. These remain at your risk and do not give rise to a right to cancel or to receive a refund unless we re-let the property, other than according to the sliding scale below. You are strongly recommended to take out UK travel insurance to cover these eventualities. **If you choose not to take out UK travel insurance then you accept responsibility for any loss that you may incur due to your cancellation.**

Travel Insurance

It is the responsibility of the Lead Guest to acquire suitable travel insurance to cover their holiday, including Cancellation and Curtailment Protection Insurance. We strongly recommend that you take out suitable insurance which will cover you for possible cancellation of your UK holiday. There are several suitable options which include cover for COVID-related cancellation (see below), or you can look for suitable cover on comparison sites such as [GoCompare](#). We are not selling, promoting, endorsing or recommending any particular product, and do not benefit financially or have any formal relationship with any of these providers. [Coverwise](#), [Allianz Assistance](#), [Trailfinders](#)

The price you pay for your holiday includes a £75 administration fee. You can cancel your holiday up to 42 days before the start date of your holiday and receive 100% refund (less admin fee). The Administration fee is non refundable.

If you choose to cancel your holiday please inform us as soon as possible by phone and followed up with written instructions by email. We will then put the holiday back on the market. If we are able to find an alternative guest for the period of your booking, you will be entitled to a refund equal to the lesser of:

- A. The full cost of your booking, less our administration charges; or
- B. The fee paid by the alternative guest for the accommodation, less our administration charges.

Travel Insurance (continued)

If you cancel:

Before 42 days before arrival = 100% refund (less admin fee)

28 - 42 days before arrival = 75% refund (less admin fee)

14 - 27 days before arrival = 50% refund (less admin fee)

13 - 3 days before arrival = 25% refund (less admin fee)

Below 3 days before arrival = no refund.

Bookings placed between 30th June 2020 and 08 January 2021 are covered by Master Cancel and are subject to different T&Cs (see below).

If you cancel up to and including 2 days before the check-in date of your holiday you will receive a full refund of the lodging costs you have paid. Refund payment for cancelled booking will be released back to you within seven days of the original departure date. Cancellations made 1 day prior to, or on the day of check-in will not be eligible for refund.

Example: for a check-in on Friday you could cancel the prior Wednesday before 16.00 and be reimbursed in full, but not on Thursday (1 day prior) or Friday (day of check-in).

Bookings placed before 30th June 2020 are not cancellation protected, meaning that if you cancel before 60 days before check-in date, and we are able to re-let your dates, we will refund you the deposit amount which may be less than you paid eg if the final letting price was discounted or only some of the days are re-let. If we are unable to re-let, you remain responsible for the deposit and there will be no refund under any circumstances. You will be reimbursed at check-in date of original or replacement booking, whichever has the later arrival date. From 60 days before check-in to the day of check-in, you remain responsible for the full rent and there will be no refund unless we are able to re-let your dates, in which case we will refund you all or part of the sum you have paid, depending on the value of the replacement booking. You will be reimbursed at check-in date of the original or replacement booking, whichever has the later arrival date.

CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER (FORCE MAJEURE)

If for any reason **we** have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property (“force majeure“) you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the lodging costs based on the time remaining of the booking. This will be the full extent of the liability of the Owners. No additional compensation, expenses or costs will be payable.

Arrival

Your accommodation will be available to you from 4.00 pm on the day of arrival, unless otherwise arranged.

Late arrival procedure

Please let us know if you will be arriving late, so that we can be sure to welcome you in and show you around.

Departure

Please be ready to leave the accommodation by 10.00 am on the day of departure, unless otherwise arranged

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge if you did not report this.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party 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.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer. With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party. A warm welcome awaits you at Dale View Barn.

Danny and Liz Nightingale

Updated 11th January 2021