

## Terms and Conditions

### Rental Order Form and Terms and Conditions for Yorkshire Barn, Harrogate

This document covers the Rental Order Forms and Terms and Conditions.  
If you have any questions please do not hesitate to contact me, Lucy Turner, on  
+44 (0) 7709 308062 or by email [lu.turner@hotmail.co.uk](mailto:lu.turner@hotmail.co.uk)

Please read through these documents ensuring that when you book you have understood the documents and accept these as part of your booking.

#### Options for Payment.

1. A) Cheque. Send a cheque to Mrs Lucy Turner,  
The Barns, Fairview Farm, Brackenthwaite Lane, Harrogate, HG3 1PL

B) Bank Transfer. Make a money transfer to Mrs Lucy Turner,  
NatWest Account 51011212 Sort Code 53-50-21  
Payment reference 'YOUR NAME'.

All sending charges must be paid by the client, not Yorkshire Barn.

C) PayPal. We will send a money request via your email address. All PayPal charges must be paid by the client, not Yorkshire Barn.

D) Online through an agent, such as Homeaway or Booking.com. Please note they are in charge of these payments being processed, not us, and therefore you need to liaise with them and ensure your card details are up to date. They charge a card processing fee and service fee so rates you pay through these agents are much higher than direct payments.

E) Credit Card. Through our website [www.yorkshirebarn.com](http://www.yorkshirebarn.com) we accept all payment types with our instant booking system. We work with Stripe payments and adhere to GDPR.

### Rental Order Form Terms and Conditions

You (the person signing the booking form as party leader) agree to enter into an agreement with Mrs Lucy Turner (owner) based on the following Terms and Conditions. Your booking will be taken as confirmation that you and your party understand and accept all of these conditions as follows:

#### 1.Booking Conditions.

##### Deposit.

1.1 A deposit of 50% of the property rental must be paid at the time of booking. This is to be paid in sterling by cheque, bank transfer, PayPal, Credit Card or to myself. No agreement will exist between us until you have your booking confirmed in writing from either myself or my property management agents, which will be done by email or letter and your deposit has been paid.

##### Payment of Balance

1.2 Payment of balance must be paid no later than four weeks before the booked arrival date. Failure to pay the balance on time may be deemed to constitute cancellation of this booking. If you book within four weeks of the arrival date you will be required to pay the full cost of the property rental at the time of booking. If through online agent you must keep track of payments.

1.3 Payment methods for balance: By cheque, bank transfer, PayPal or Credit Card (see P1).

### **Cancellation Policy**

- 1.4 Cancellations must be made in writing and will be considered effective on the date received.
- 1.5 If the reservation is cancelled more than 60 days prior to arrival the charge will be 25% of the rental fee.
- 1.6 If the reservation is cancelled 59 days prior to arrival or less the charge will be 50% of the rental fee.
- 1.7 If the reservation is cancelled 28 days prior to arrival or less the charge will be 100% of the rental fee.
- 1.8 If you change the dates of your booking, this will be treated as a cancellation of the original booking and cancellation charges may apply. Whilst I will do everything to accommodate your required change, if I am unable to make the changes you have requested, you will remain subject to the terms of this agreement.
- 1.9 COVID – any cancellations due to COVID will adhere to government guidelines. If travel is not restricted and you choose to cancel for personal reasons, refund may not be provided.

### **Cancellation by Myself**

1.10 Though it is unlikely that I will have to make any changes to confirmed arrangements, it may conceivably happen and I will advise you at the earliest possible date. If, for any reason beyond my control, I am unable to provide you with the dates you have booked and you are unable or unwilling to accept an alternative, I will cancel the booking and refund any sums paid by you to us. I will not be liable for any further obligations or claims outside of the deposit and balance.

### **Covid Supplement**

Our Covid policy is strict – any bookings cancelled within the 28 day cancellation period will not be subject to a refund. You must have adequate travel insurance in place at the time of booking.

Should you amend or cancel your booking for any reason, including but not limited to quarantine restrictions / group (bubble) size / NHS Test and Trace then our standard Booking Terms & Conditions and cancellation policy would apply. Please note that an amended booking or transfer to future dates would be subject to our standard Booking Terms & Conditions and cancellation policy. While we will endeavour to re-let the dates where possible and with enough notice, we cannot guarantee a return of the same rental monies.

## **2. Liabilities of Yorkshire Barn**

- 2.1 I shall not be liable for the personal injury to any person named on the rental or other person at the property.
- 2.2 I shall not be liable for any injury, loss, delay, damage, expense or any other inconvenience of any kind caused as a result of any defect in any aircraft, train or other conveyance or building or the contents thereof or the failure of any service provided therein, any delays in transport, itineraries or any act, pandemics, omission or default of the travel services, their servants or agents or any other causes whatsoever and howsoever arising whether or not within reasonable control of the owner or owners agent.

**YOU MUST ALL HAVE PERSONAL INSURANCE TO COVER ACCIDENTAL EMERGENCY EXPENSES , CANCELLATION ETC, AND PERSONAL POSSESSIONS ARE NOT COVERED BY PROPERTY OWNERS INSURANCE**

## **3. Arrival and Departure**

- 3.1 Check in is from 4pm, check out is by 10am unless otherwise arranged.
- 3.2 Early check-in or late check-out can sometimes be arranged subject to availability.

3.3 If you are likely to be later than 20.00 then do please let us know. It is not a problem as long as we know in advance and keys will be left in a secure key box at the property.

3.4 Check in will be done by myself, Lucy, or an alternative representative. Self check in is possible, full instructions will be provided and a useful welcome guide covers all the information you need.

#### **4 Care of the Property and Bond**

4.1 You agree to treat the property with care and consideration and to inform me or my property management agents of any damage you have caused as soon as possible.

4.2 All rentals are subject to the conditions that clients will pay for any damages caused by them during their occupancy of the property. No actual payment of bond is required; however you agree to ensuring any necessary damages have been paid for.

4.3 Dogs are welcome to the property but we request any damage to the property is repaired or charged accordingly prior to departure, including but not limited to scratching and staining.

4.4 A charge of £20 is required for all dogs, unless you are staying 4 nights or more.

#### **5 Additional guests**

Strictly no additional guests are allowed on the property. The property may not be used to host parties and we request the right to disrupt any such occurrences and your booking becomes void.

#### **6 Cleaning and Maid Service**

You will find the property clean and tidy when you arrive. Should you require a mid-week or daily clean, these services are possible available and will incur an additional charge. Please contact direct to make such arrangements. Your rental includes a standard departure clean; any additional cleaning due to negligence may be subject to an additional charge including but not limited to ovens / BBQ's.

#### **7 Safety**

7.1 You are responsible for the safety of yourself and others at the property.

7.2 Take care when walking outside especially on the steps. The area is not street lit and you should be extra careful if walking in the garden in darkness. A torch is provided.

7.3 Children are welcome but internal items are not child friendly such as the glass coffee table and no handrails on stairs so care should be used around to avoid injury.

7.4 Fire extinguishers and a fire blanket is provided. Be sure to keep fire exits (the main entrance and the patio doors) clear of obstructions.

#### **8 Valuables**

Any valuables left at the property are left at your own risk. I am not responsible for their loss and therefore I recommend that you take out the appropriate personal travel insurance.

## **9 Smoking**

Smoking is not permitted anywhere other than in the garden and terrace areas. Cigarette ends must be cleared away and not left lying around. Take care to extinguish all flames. Ashtrays are provided.

## **10 Complaints**

I sincerely hope there won't be any!

11.1 However, I do not accept responsibility for the breakdown of the supply of water or electricity or any general maintenance issues, though I will do everything humanely possible to arrange for any such problems to be resolved with the utmost speed.

11.2 Any complaints must be notified to me immediately.