



## TERMS AND CONDITIONS

Thank you for choosing to book Chestnut Barn, we are looking forward to welcoming you to our property. By making this booking you are entering into an agreement with us. Please read our terms and conditions of booking below;

### Rates:

The accommodation rate includes the following: oil, electricity, wifi, water, starter pack of fuel for wood burner, BBQ (fuel not provided), towels and bed linen (cot linen not provided).

When you submit a booking through our online reservation system, you will receive an automatically generated booking summary via the email address you provided 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 email.

### Pets:

Two friendly, well behaved dogs are welcome. Dogs are not to be left on their own in the property.

### Electric Car Charging:

Please note electric car charging is not permitted at this property

### Accommodation:

Maximum occupancy for sleeping is a total of 7 people, you are welcome to invite family and friends to visit during daylight hours. Chestnut Barn is a non-smoking property

### Payment:

A non-refundable deposit is due at the time of booking and secures your booking. The balance is due 30 days before your holiday commences.

### Cancellation or Changes to Bookings:

If you wish to cancel your booking, please inform us immediately by phone and email. If we are able to re-let your dates we will refund you the amount paid minus a £50 administration fee. If your dates cannot be re-booked, you are liable to pay for the booking in full. We highly recommend that you take out insurance which includes cancellations to cover this cost.

### Unavailability of Accommodation:

The only reason our property would be unavailable would be for reasons outside of our control. If this was to happen, we could attempt to offer you alternative accommodation in the local area. If we were not able to successfully find alternate accommodation, or if this was unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### Arrival:

Your accommodation will be ready for you from 4.00 pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing the barn for you. Unless requested, your key will be available for you in the key safe (the key safe code will be provided once final payment is made). If you wish for us to meet you on arrival, please inform us if you intend to arrive later than 4pm.

### Departure:

Departure time is 10:00 am on the day of departure. Please leave on time, unless otherwise arranged.

### Property damage and breakages:

Please treat the property as you would your own home. Please report any damage or breakages that occur during your stay. We accept that minor incidents can occur and we do not normally charge for damage in such events. However we may send you an invoice for fixing any significant repairs.

### 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:

We will not share your details with any third party. Any data collected during the course of this booking will be stored on our booking system until a maximum of one calendar month after your departure.

We are delighted you have chosen to book with us and look forward to welcoming you to our property very soon.

Chestnut Barn, 21B Main Road, Aislaby. YO21 1SW

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