



The Dovecote Barns, York

Terms and Conditions

Thank you for choosing to book with The Dovecote Barns York and we look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices:

The price of the accommodation includes the following: Electricity, Linen, Towels, Cleaning materials, Laundry products, Hot water and Central heating and the products included in the welcome basket and complimentary toiletries. For a group booking of all three barns, a 10% discount for a full week and 5% discount for a short break will be offered. This discount applies to low and mid season tariffs only.

Bookings and Payments:

When making a booking, you will be asked to enter your debit/credit card details to reserve your chosen dates. You will be contacted within 24 hours by The Dovecote Barns to confirm the booking. Credit card payments incur a 2% surcharge. On booking, a deposit of 25% of the cost of the holiday is payable to The Dovecote Barns. This payment should be received within 10 days of the booking date or the booking will be assumed to be void. Payment of the balance of the cost of the holiday is due 8 weeks before the date on which the holiday is due to commence. For those bookings made within 8 weeks of the start of the holiday, full payment is due on booking.

Pets:

Sorry but pets are not permitted.

Children and Infants:

Some of the barns may not be suitable for very young children. Please contact us to discuss your individual circumstances.

Cancellation and Insurance:

Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a 2% administration fee. Please note that your deposit is not refundable under any circumstances. For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

Non-availability of Accommodation:

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or 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 available to you from 3pm on the day of arrival, unless otherwise arranged. Please try not to arrive earlier as we will still be busy preparing your accommodation, and won't be available to welcome you.

Departure:

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible. If you have made use of any further service for which payment has not been made during your holiday, we will provide you with an invoice which is payable on departure.

Damages and Breakages:

You are responsible for keeping the properties and all furniture, fixtures, fittings and effects in or on the premises in the same state of repair and condition as at the commencement of the holiday and also undertakes to leave the premises in the same state of cleanliness and general order in which it was found. The owner of the holiday property should be compensated for any damage and breakages which may occur (fair wear and tear excepted). Please report these as soon 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 of if you did not report this.

Exclusive Group Use / Hen Party Booking Policy:

We welcome group bookings and by enlarge have had no issues with hen parties or other group bookings. Due to damages caused in the past and considerable expensive caused, it is with regret we have had to adopt a policy. In advance of your stay, we require a £300 damage bond. Card details will be requested and a pre-authorisation of the card carried out prior to your stay. NO payment will be taken from the card provided no damage has been caused to the property, the property contents or the grounds.

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.

Max. Persons per property:

The number of persons using the Holiday accommodation (except for babies in cots where applicable) shall not exceed the maximum number stated in this brochure unless previously arranged. Cots are deemed suitable for babies up to 24 months. The property owner is entitled to refuse admission to any persons or animal not declared on the Booking Form or agreed in writing at an earlier date.

Access to Holiday Properties:

The property owner or his representative shall be allowed access at any reasonable time during the holiday occupancy.

Smoking:

Smoking is not permitted within the holiday properties. Ashtrays can be provided on request for smoking outside.

Data:

Any data collected during the course of this booking may be kept on computer.

We look forward to welcoming you to The Dovecote Barns York.