

Bell Island Cottages
www.bellislandcottages.co.uk
Tel: 01947 825194

TERMS AND CONDITIONS

1. Payment

Payment is usually by cheque. Credit Cards are not accepted. From Overseas we are able to accept International Money Orders and Banker's Drafts Bank Transfers (latter must cover our banks charges). It is also possible to pay by Paypal (£7 charge added to rate). Please make cheques payable to R.V Patel and sent to 26 Gray St, Whitby, YO21 1EP. A deposit is required to secure the booking, which should be a minimum of one third of the total rental due. The balance is due for payment in 4 full weeks before the start of your stay. Any bookings which are made within the 4 week deadline will be subject to payment of the total amount which must be received within 7 days of the booking date or prior to arrival if booked less than 7 days prior to the holiday start date. Should any balances not be forthcoming, and a reason is not given, then we reserve the right to cancel the booking and re-let the property.

2. Holiday Cancellations

In the event that you have to cancel the holiday for any reason any deposit paid will not normally be refundable. We will make every effort to rebook the apartment, however, and if successful a refund will be made of any monies paid, less an administrative charge of £30 per booking. In the unlikely event of the cottage not being available for the holiday due to matters arising beyond our control, we will refund all monies paid. We recommend that you take out holiday insurance which covers cancellation.

3. Transferring a Booking

We will endeavour to transfer a booking where possible but an admin fee of £30 will be payable where the cost of the revised holiday is lower.

4. Arrival & Departure

You will be sent instructions about keys and about accessing the property before your holiday commencement date. The apartment will be available for occupation from 4pm on the first day of your stay. To allow us to prepare the apartment thoroughly for the next guests, we ask that you vacate by 10.30am on the day of departure.

5. Damage

We do not operate a damage deposit but will charge any serious damage or breakage to you at replacement cost.

6. Security

It is your responsibility to keep the apartment safe and secure. During your stay we or our representatives will not enter the apartment without your prior permission unless in an emergency, when a spare key will be used. You are responsible for the insurance of your personal property, including your car and contents, whilst staying at the apartment. Please make sure that you are adequately insured, especially for valuables.

7. Complaints

In the event of a complaint please notify us immediately so that we can endeavour to rectify the problem.

8. Other

The number of guests should not exceed those on the booking form. Smoking is not permitted anywhere in the property. Pets are not permitted.