

## North Yorkshire Hideaways at West Cawthorne

### **Terms and Conditions of Booking**

Thank you for taking the time to read the small print here, we can't wait to welcome you here at West Cawthorne, but there are some important things you need to know first. By making a booking with us, you agree to be bound by these terms and conditions.

### **Definitions and interpretation**

In these terms and conditions, the following definitions are used:

***We/Us/Our*** - The West Cawthorne Company ('West Cawthorne')

***You/ Guest*** - The named person in the booking confirmation as well as all the other members of the booking party listed on the booking confirmation.

***Properties*** - means all A-Frame Cabins and The South Range.

### **Booking and payments**

When making a booking through our website booking page, your contract with us begins once your booking is confirmed either by:

- Receipt of a 30% non-refundable deposit for all bookings with a check-in date over 6 weeks away;
- Receipt of full payment for bookings with a check-in date less than 6 weeks away.

Once payment is received, we will send you a booking confirmation by email. We advise that you carefully check the details of your booking, as set out in your booking confirmation, as soon as you receive it. Please notify us as soon as possible if you notice any errors or wish to make an amendment to your booking.

If you have any questions about your booking, please contact us.

**Contact: [northyorkshirehideaways@westcawthorne.com](mailto:northyorkshirehideaways@westcawthorne.com)**

If you email us, we will endeavour to get back to you within a day. The best way to ensure you secure the dates you are after is to use our website booking page, so please use this preferred method to ensure a successful booking.

Please note that where a deposit has been paid, the full balance will be due 6 weeks before your arrival and you will be notified of this via email. The email will contain a payment link to pay the remaining balance. If we do not receive payment after 3 days of the balance due date, then with regret, we may cancel your booking.

Christmas, New Year and Easter bookings must be paid in full at the time of booking and are non-refundable.

Credit and Debit Card payments are processed via Stripe.

VAT is included in the advertised holiday rental price.

Bookings are not transferable to any other person.

## **Breakage Deposit**

The breakage deposit is required at the time of booking. Unless there is an issue with the property or its contents upon departure, the breakage deposit will be refunded within 2 week of departure.

The South Range:

A breakage deposit of **£250** will be required to be paid by you to cover possible damage to any of the properties, damage or loss of contents, damage or loss to keys, excessive or incorrect use of facilities (including, but not limited to, internet, and other amenities provided).

The A-Frame Cabins:

A breakage deposit of **£125** will be required to be paid by you to cover possible damage to any of the properties, damage or loss of contents, damage or loss to keys, excessive or incorrect use of facilities (including, but not limited to, internet, and other amenities provided).

West Cawthorne reserves the right to seek additional compensation if damages, breakages or cleaning is deemed over the breakage deposit amount of the respective property.

## **Period of Hire**

We offer a choice of the following periods of hire at the following properties:

The South Range:

Weekly bookings (7 nights) are from Friday to Friday or Monday to Monday.

Long weekend bookings are Friday to Monday (3 nights).

Mid week bookings are Monday to Friday (4 nights).

The A-Frame Cabins:

There is a 2 night minimum stay. Check-in days are Monday, Wednesday, Friday and Saturday.

Check-in is 4pm for all properties.

Check-out is 10am for all properties.

## **Children**

West Cawthorne is a family friendly destination and we welcome guests of all ages. Both of the Barns are perfectly equipped for little ones with lots of space for families.

The South Range sleeps 4 guests with room for up to 2 additional guests, sleeping in the adjoining mezzanine bedroom of the family bedroom where there are 2 single beds.

Additional guests are charged at a rate of £50 per guest per night.

The West Range sleeps 4.

Travel cots for up to 2 infants at no additional cost can be provided in both Barns (with prior notice). These travel cots can be in addition to the 2 additional guests occupying the mezzanine bedroom of the family room in The South Range.

However, when it comes to the A-Frame Cabins, they are of limited size and therefore do not have the required space for more than 2 adults. If you have any queries or would like to discuss this further please contact us.

Whilst at West Cawthorne all children (a person under 16 years of age) must be accompanied by an adult and must be supervised by an adult at all times.

You must take particular care when children are around animals, fire, equipment and water (specifically, the hot tub, the outdoor bathtubs, the pond at the entrance to the estate and the pond in the Valley Field).

We understand that children are natural explorers and encourage them to connect with nature, however guests must accept responsibility for the safety of their children at all times whilst visiting.

### **Special requests**

If you have any special requests (cot/high chair/stair gates etc), please let us know at the time of booking or as early as possible before your stay. We will try to meet your individual needs, however, unfortunately, we can't guarantee this will always be possible and we will have no liability to you if we are unable to meet your requirements.

### **Group Bookings**

Subject to availability, the South Range and/or the two A-Frame Cabins may be booked together for larger family gatherings but please confirm this with us before booking.

We are unable to take bookings for stag parties, hen parties or student groups unless by prior arrangement. No parties, events or gatherings may take place at the property without prior written consent from West Cawthorne.

### **The A-Frame Cabins' Services**

The A-Frame cabins are self-contained and come with a fully equipped kitchen, underfloor heating, en-suite shower room with flushing toilet,

and outdoor bathtub. Multiple socket points are located throughout, with Wi-Fi, TV, bed linen, duvets & towels all provided. Complimentary tea & coffee will be provided, and one basket of logs for the fire pits are included in the booking.

## **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, pandemics, 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 booking fee based on the time remaining of the booking. This will be the full extent of the liability of West Cawthorne. No additional compensation, expenses or costs will be payable.

## **Cancellation Policy**

### Cancellation and Amendments by You

We will always try our best to accommodate amendments to your booking and minimise the cost of cancellations. Please inform us by email at the earliest opportunity of any cancellation or amendment request.

Unfortunately, all deposits are non-refundable on cancellations.

If you have paid in full and let us know of your cancellation 6 weeks or more before your stay, we will refund the balance less the deposit.

If you need to cancel your booking, we will attempt to re-let your booking. If successful, we will refund the balance paid, less deposit and any costs incurred by us.

We will also try to fulfil alteration requests to your booking but this will be subject to availability and additional charges may be payable. If we are unable to agree on a suitable alteration, we will have to treat it as a cancellation.

Please note that although we will always try to minimise your loss in the event of an alteration or cancellation, we have no obligation to refund any money paid if this occurs 6 weeks or less from your check-in date, and all deposits are non-refundable.

West Cawthorne strongly recommends that you take out full insurance to cover your holiday in all circumstances - from your own cancellation to Force Majeure.

West Cawthorne is not liable for the refund of any monies for cancellations not initiated by themselves that are not covered by any insurance policy.

#### Cancellation and Amendments by us

West Cawthorne reserves the right to cancel or alter the booking arrangements. In the event of cancellation, West Cawthorne shall only be liable for the return of the monies received.

### **When you are here**

#### **The Land**

When you are here, we encourage you to explore the estate and the surrounding land. However, West Cawthorne contains an abundance of natural features such as uneven surfaces, rabbit holes, birds nests, bats nests, branches, twigs and bodies of open water. We would encourage all guests to wear suitable footwear when exploring and keep children supervised at all times.

Torches are provided should you wish to use them when exploring at night.

It is also our wish to leave much of the land in its natural state, we recommend that guests stick to the paths.

### **Pets**

West Cawthorne does not allow pets.

### **Smoking**

All properties at West Cawthorne are non-smoking. Smoking is allowed only in open-air areas. Cigarette butts must be disposed of appropriately.

### **Noise**

There is a mixture of private residences and holiday properties at West Cawthorne and the estate is home to a number of protected species and wildlife, therefore we ask that you please respect this with regards to noise, especially when playing music.

We ask that music should not be allowed outside from any of the properties after 10.00pm.



We ask that you adhere to a 15mph vehicle speed limit whilst driving through the estate and to be mindful of opening and closing doors carefully, especially after 7pm.

Fireworks are not permitted under any circumstances.

### **Candles and Personal Electrical Equipment**

The use of candles is not prohibited in any of the properties.

If you are using your own electrical equipment in any of the properties it must be;

- electrically safe, of sound design and not modified from their original purpose
- Show no signs of adaptation, overheating or poor maintenance
- used in accordance with manufacturers instructions and at the users own risk

Please note that you will be liable for any damage caused to the property or its contents by use of candles or your own electrical equipment during your stay.

### **Privacy**

We ask you to respect the privacy of each property.

We have a strict no-drone policy on our property.

If you do have any issues with other guests during your stay, please don't hesitate in letting us know. For emergencies, please contact us immediately during your stay.

## **Parking**

If you are staying in the A-Frame cabins, once you have unloaded your luggage from your vehicles we ask that you park your car in the general car park. We would be happy to help here, please do let us know if you require assistance.

If you are staying in the South Range, we ask that you park your car in the car port directly outside the property. There is space here for two cars.

## **Internet Access**

Internet access is provided for your use in all properties. You agree to reasonable and lawful usage of this service. Internet use is not for business purposes, it is for recreational use only.

No refunds or compensation will be offered or paid should there be no internet access.

## **Occupancy**

The number of persons occupying the property must not exceed the maximum number stated on the booking, and the names and addresses of all members of the party must be shared with West Cawthorne. If we find that more people than agreed are using the properties, this will be considered a breach of contract and you and your party will be asked to leave immediately without any refund.

If you wish to hold any function or celebrations exceeding the occupancy limit, you must first obtain written permission from West Cawthorne. If permission is granted, an additional charge may apply.

We reserve the right of entry to any of the properties at any reasonable time for maintenance, repairs or inspection.

If you do not comply with any of these requests, we reserve the right to ask you to leave with immediate effect. In this event, you will not be eligible for any refund.

### **Your Responsibilities**

Check-out time is 10:00am. Please make sure that you keep to this time, as we need adequate time to ensure the properties are cleaned ready for the next guests.

Whilst you are staying, you are responsible for the property and we ask you to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. We expect you to leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as you found them at the beginning.

We ask that you leave the property secure if you leave it unoccupied during the period booked.

We understand that accidents happen and we ask that any breakages or damage (accidental or otherwise) are reported immediately. Failure to do this may result in you being charged for any breakages or damage. Any missing inventory from the property on your departure may also be charged for, as may any additional cleaning that is required.

Whilst staying at West Cawthorne we expect all of our guests to treat the properties, us and other guests with due respect. To ensure that all of our guests are able to have a good experience on the estate and land,

if any guest behaves inappropriately or improperly, or illegally, we reserve the right to ask the guest and their party to leave before the end of the holiday period and/or refuse any future bookings from you. In this event, you will not be eligible for any refund.

Please take extra care not to leave any litter or food waste on the estate. Only use the fire pits provided and if you are using a barbecue we ask that you stay within the allocated area.

Disposable barbecues are not permitted at any of our properties.

Please extinguish fires and barbecues after use, especially during extended periods of dry weather.

You are not to undertake any unscheduled photoshoots. Please contact West Cawthorne regarding the use of the property and its grounds for your photoshoot. If it is discovered that any of the properties and/or the surrounding land/gardens have been used as a photo shoot location West Cawthorne reserves the right to charge 1 days full rate as a location hire.

You are responsible for taking note of all government policies in place regarding travel restrictions due to public health measures (such as Covid-19 restrictions). We cannot police this and ask therefore that you risk-assess your own party and decide for yourself if your group is appropriate. We cannot accept responsibility for any loss or damage if cancellation becomes necessary, including the forfeiture of any deposit or other payment made by or due from you to West Cawthorne.

### **Our responsibilities**

We are not responsible for anything that adversely affects your holiday due to events which are outside of our control (i.e. that we could not, even with due care, have foreseen or avoided). Such circumstances

include (amongst others) pandemics, war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease, power cuts. We will endeavour to manage any problems caused as a result of such an event but shall not be liable to you for any losses caused by such event.

## **Liability**

West Cawthorne accepts no responsibility for any damage, injury or illness caused by use of the Properties and any amenities and such use is at the Guests' own risk. West Cawthorne cannot be held responsible for (and cannot accept liability for) issues outside their reasonable control such as breakdown of domestic appliances, plumbing, electrical problems, structural repairs, non-working Wi-fi, poor TV reception, invasion of pests, infestations or damage caused by exceptional weather conditions, or by noise and disturbance resulting from nearby building works, noisy neighbours or local events.

West Cawthorne accepts no liability for any accident, injury, loss or damage sustained by any resident, their family, visitors vehicles or personal effects, however caused.

## **Your safety**

We want all of our guests to experience the wilderness of West Cawthorne in safety. Therefore, we ask all visitors to be alert and vigilant to all potential risks.

Although every care is taken in managing the various facilities across the estate, such as the fire pits, hot tub, outdoor bathtubs and ponds, West Cawthorne cannot be held responsible for any loss or damage from any misadventure associated with your stay.

As West Cawthorne is located in a natural setting, we cannot accept responsibility for any damage, injury or inconvenience caused by the terrain, plants or wildlife. We ask that you are also mindful that the surrounding neighbours are working farms and you must strictly keep to the marked boundaries when visiting West Cawthorne.

From time to time, we will need to carry out necessary landscaping maintenance. We will make every effort to minimise any disruption this may cause to guests.

### **Company details**

North Yorkshire Hideaways is owned by The West Cawthorne Company ('West Cawthorne').

Company address: West Cawthorne Farm, Cawthorne, Pickering, North Yorkshire, YO18 8EH, United Kingdom

Company number: 12514407

VAT number: 372648473

Contact: [northyorkshirehideaways@westcawthorne.com](mailto:northyorkshirehideaways@westcawthorne.com)