

# INGLEBY HOUSE APARTMENTS - TERMS AND CONDITIONS - 3 APRIL 23

## **Advance Bookings**

Our minimum advance booking for all our apartments is two nights. This excludes Bank Holidays which are three nights and Christmas and New Year four nights.

Deposits required on booking:

- Annex and Studio - £100
- The View - £200

All deposits are required within 24 hours of your reservation in order to secure your booking. The balances for all apartments are due six weeks before the first day of your holiday. If the booking for any apartment is within six weeks, then payment would be required in full. We reserve the right to treat your booking as cancelled by you if you fail to make the balance payment due to us in full and on time. The deposit would be non refundable in this case.

## **Arrival and Departure**

Access to the apartment on the day of arrival is from 4pm onwards.

However, please speak with us as access can sometimes be earlier. As the hosts are not always on site, please let us know what time you will be arriving so we can welcome you.

We ask that the apartment (and the parking space if reserved) are vacated by 10.00am.

## **Payment**

Deposits and balance payments can be paid by BACS, details will be provided at the time of booking.

## **Travel Insurance**

We recognise that travel insurance to cover epidemics and pandemics may be difficult or impossible to obtain. We do however, strongly recommend that you take out cancellation insurance to cover as many eventualities as possible.

## **If You Cancel Your Booking**

If you need to cancel your booking, please contact us straight away.

### *• Unable To Rebook:*

If you have paid either a deposit or for the apartment in full and we are unable to rebook the accommodation, there will be no refund or transfer value.

### *• Rebooked For Shorter Period Stay:*

If you have paid a deposit only and we are able to rebook the accommodation but the stay is shorter than your original booking, your deposit will be retained. Please note that there is no transfer value.

If you have paid for the apartment in full and we are able to rebook the accommodation but the stay is shorter than your original booking. On this occasion, we would deduct the new stay value from the original booking value less agency and/or admin fees. This sum will also be the transfer value.

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- *Rebooked For Same Period Stay:*

If you have paid a deposit only and we are able to rebook the accommodation for the same period, we will refund the deposit minus any agency/admin fees.

If you have paid for the apartment in full and we are able to rebook the accommodation for the same period, we will refund payment received from you less agency and/or admin fees. This balance will also be the transfer value.

## **Transfer Of Bookings**

Should you need to transfer your booking, the transfer value will be dictated by either outcome of those outlined in the above section titled '**If You Cancel Your Booking**'.

Please note that any transfer of booking needs to be completed within 12 months of the original stay. No refund will be given on any transferred booking.

## **If We Cancel Your Booking**

In the unlikely event we need to cancel your booking due to an unforeseen circumstance, any deposits or balance payments made by you will be returned to you in full.

## **Government Lockdowns**

In the event that you have paid any money towards a holiday that is effected by further national lockdown restrictions, we will look to transfer your stay to new dates within 12 months of the holiday that you have missed. The transfer value will be at the full amount you have paid.

## **Rubbish**

Please dispose of all rubbish at the end of your stay. If you walk past the chip shop in the dock, you'll see some cream garages, just behind that are some Council disposal bins for both general and recycling.

## **Candles / Smoking**

No candles (including tea lights) or smoking is allowed in any part of Ingleby House and apartments. There are also sensitive smoke and fire detectors on the premises which would be activated.

## **Pets**

No pets are allowed in any apartment or in any part of Ingleby House. Please note that you will be asked to leave if you are found to have pets with you.

## **Children**

All apartments are strictly for two adults only. We are unable to accommodate children

## **Breakages**

We understand things happen. We ask that you please tell us if anything gets damaged or broken so we can replace or repair for either yourself or the next guests coming. We promise not to tell you off!

## **Forgotten Items**

There is a minimum charge of £15 to cover personal time, packaging and travel incurred in returning an item via Royal Mail.