



SLIPWAY COTTAGE

32 The Beach
Filey
YO14 9LD

TERMS & CONDITIONS

We are proud to share our Home with you and hope that you get as much enjoyment using it as we do. All bookings are accepted on the following terms.

Upon completion of the booking form and receipt of £60 deposit, confirmation of your booking will be sent out to you in writing by email or post if you prefer. Thereafter a contract exists and you are liable for the balance of your booking. This should be paid 6 weeks prior to the commencement of your holiday. On receipt final information will be sent to you.

The booking is non-transferable to a third party and is only valid for the people named on the booking form. The owner reserves the right to revoke any bookings to parties deemed unsuitable.

This contract is between, you the holiday maker and the cottage owners (Mr & Mrs Smithson).

We want you to enjoy your holiday and our agents, Jim & Mary, are always willing to help or advise where they can. Please be aware that they are on call 24/7 but the out of hours service is for emergency use only (5pm to 9am and Sundays) please respect this but do not hesitate to ring them during normal hours for help or advice. Please note that we reserve the rights to pass on any out of hours costs to you if we believe you have called them out unnecessarily.

The maximum occupancy at Slipway Cottage is 4 persons (1 double room and 1 twin room). Under no circumstances must this limit be exceeded. We reserve the right to cancel or terminate the booking with immediate effect if these limits are exceeded.

Please note we can not accept responsibility for the English weather, or any failings on the part of any attraction in the district. All local literature left in the cottage is for information only and is not an endorsement.

If you have to cancel a booking for which you have paid in full, we will do all we can to re-let the property. If we are successful, we will refund your payment, for any period re-let, less an administration fee of £35. We strongly recommend that you take out your own holiday insurance on booking our cottage, as if we can not re-let the cottage you will not be entitled to a refund and would need to claim on your insurance.

If for any reason the owners need to make emergency change to your holiday booking, we will refund any moneys paid, to the person making the original booking.

The property is available for you from 3pm on the start day of your holiday. We request that you vacate the cottage by 10am on your departure day, leaving the cottage clean and tidy.

Your booking includes all the beds made up on arrival, tea towels and cottage towels – please bring your own towels for use on the beach. Our representative will meet you at the cottage to hand over the keys.

It may be that during your stay we will need access to the cottage for essential maintenance. You will permit the owner and their representatives reasonable access, with acceptable notice. Except in emergency. We may need to the cottage without notice in an emergency (in your absence) to repair or safeguard the property or any adjoining building. We will always try and inform you of such a visit and will always leave a calling card with details of what has happened. In the unlikely event of this happening we will endeavour to keep your belongings secure by having a representative present at all times (subject to emergency services approval). We will ensure the cottage is secure before leaving.

While we know that most guests will respect our home as they would their own, we ask the following; You agree to keep the cottage and all furnishings, fixtures and effects in the same state of repair as you found them. You are responsible for any damage or breakages to the cottage and all its furniture, fixtures, fittings and effects during the period of your stay. Any damage or breakage should be reported to the agent and paid for before departure. Please use the coasters provided when placing any drinks on our furniture (hot or cold). Please respect the floor coverings by removing sandy or muddy boots before entry. Thank you.

When coming off the beach please try to wash off the sand at the taps provided next to the convenience at the bottom of the hill. Sand in our drains blocks them.

Please ensure the cottage is left clean and tidy. You may be liable for any additional cleaning charges incurred, beyond what is expected.

Children should not be left unsupervised in the cottage or on the seating area at the front. The rear yard has gates, but please ensure they can not open them and get out.

Please do not place wet washing or towels on the radiators. There is a hot towel rail in the bath room (heating needs to be on to heat it) and/or a drying rack provided.

You must not lend out, or part with any possessions of the cottage. All theft will be reported to the police. Full inventory is in the cottage information anything missing should be reported.

You must not use the cottage other than as a single dwelling for your holiday.

Customers should satisfy themselves, through reading the cottage description, that the cottage is suitable for their needs. The content of our website and brochure has been prepared in good faith. Access statement is available on request and at the cottage. We will advise on any significant changes at the time of booking or as soon as possible. We can not accept any responsibility for any minor or insignificant inaccuracy contained within our description or information.

WiFi is available at the cottage for your use but we ask that its use is restricted to checking websites and email. It is not designed for downloading films or on-line gaming. Any illegal use (eg. file sharing) is not permitted and its use will be reported. A full document describing what should not be done is in the cottage pack along with the security information. By using the WiFi you are accepting these terms. There is no telephone for use by guests but mobile phone coverage is reasonable.

It is clearly stated that pets are not permitted in the cottage due to family allergies.

Please do not light candles in the cottage.

There is a strict no smoking policy in the cottage. All smokers should remain outside until all cigarettes are completely extinguished and spent cigarette butts should not be put in the internal bins. Failure to comply with this rule will invalidate our insurance and you could be liable for the full reimbursement for any damage cause by cigarettes in this or any adjoining property through your neglect. Leaning out of a window smoking is not acceptable, if this policy is breached your whole party will be asked to leave immediately. You will not be reimbursed for any time lost, and we will not allow you or any member of your party return in the future.

By confirming this booking you accept and agree to abide by the conditions laid out above on behalf of yourself and all persons in the cottage.

Legal bits aside we do hope and expect that you and your party will have a very enjoyable stay!