

Gone Crabbing Booking Terms and Conditions

General

This is a legally binding contract between the property owner, Gone Crabbing and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being Gone Crabbing, 2 Sunrise Drive, Moor Road, The Bay, Filey. North Yorkshire. YO14 9GF

Bookings

A booking deposit is payable within 24 hours of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the £150 breakage deposit, is payable not less than 6 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments though reminders are routinely issued.

Bookings made less than 6 weeks prior to the arrival date must be paid in full at the time of booking.

Cancellation by the Holidaymaker

Cancellation of the booking by the holidaymaker should be made in writing and addressed to:

Sally Donner
2 Fernside Cottage, Magna Mile, Ludford, Lincolnshire. LN8 6AH
YOUR POSTCODE

In the event of a cancellation, we will attempt to re-let the property and if successful, the holiday maker will be refunded less a £50 admin fee.

| Cancellation Received | Amount Retained |
|------------------------------|------------------------|
| More than 12 weeks before | 10% |
| 8-12 weeks before | 20% |
| 5-8 weeks before | 50% |
| 3-5 weeks before | 70% |
| 1-3 weeks before | 85 % |
| 1 week or less before | 100% |

Changes by the Holidaymaker

The holidaymaker may request a change to the booking date. If the owner agrees each change may be subject to a £20 admin fee, as long as the changes still meet the maximum occupancy rule .

Changes should be requested at the earliest opportunity

We strongly recommend you take out holiday cancellation insurance.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

We have no control over the amenities provide at The Bay. These are the responsibility of The Bay(operated by Away Resorts). No compensation will be paid if any of these are not available during your stay.

We also have no control over third party providers (Gas, electric, Wi-fi water, tv signal etc) and no compensation will be paid if any of these are not available for short spells during your stay. We cannot guarantee Wi-Fi speed or service, as this can vary depending on the provider and number of users. We will however make a discretionary payment or arrange alternative accommodation where guests are significantly affected by issues with heating, hot water and power within our control.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable. This includes, but is not limited to, the holiday maker or any of their party not adhering to any covid guidance.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

The property owner reserves the right to ask the holiday maker and /or his/her party to leave if guest are found to have pets in a pet free property.

Number of Guests

The maximum number of people entitled to stay at this property is clearly listed in its description and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub-letting or assignation of the let is prohibited.

Pets

Pets are strictly not allowed in the property.

Arrival and Departure Time

Every effort will be made to have the property available from 16:00 on the day of arrival. The property must be vacated by 10:00 on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

Noise

The property is in a residential area. Please respect our neighbours and ensure that noise is kept to a minimum after 10:30pm, particularly outside.

Electric Vehicles

The charging of electric vehicles from the domestic supply is NOT permitted. Please do not attempt to charge a vehicle from the property. Security will be notified. The area is well served with charging points, many of which are in the car parks of our many local attractions.

Smoking and Vaping and Candles

No smoking or vaping is allowed inside the property. If you wish to smoke /vape outside we kindly request that you remove all evidence of this prior to departure. We will retain part / all of your Good Housekeeping deposit if we find evidence of these strict rules being disregarded and reserve the right to charge for cancelled breaks and deep cleaning if the property is unsuitable for incoming guests.

Candles are strictly prohibited

Lost Property

Items left at the property at the end of the stay should be reported immediately. If found the holiday maker should **make the necessary arrangements for items to be collected or posted on**

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Return of Breakage Deposit

Any breakage deposit, minus any deductions, will be returned to you within 72 hours of the departure.