

Cow Close Cottages Ltd

The Mistal@Cow Close, Leyburn DL8 5JJ

Thank you for choosing The Mistal@Cow Close for your holiday. We hope you have a wonderful time.

Terms and Conditions

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

This property is privately owned and is in the grounds of our own home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would their own house.

A contract between us (Cow Close Cottages Ltd) and you (the occupant) will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown.

The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking.

Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

PAYMENT

A non-refundable deposit of one night stay is payable at the time of booking.

Bookings made less than two weeks before your arrival date must be accompanied by the full amount of the holiday charge.

The balance must be paid so as to arrive no later than two weeks before the commencement of your holiday.

If the balance is not received by the due date then your holiday will be treated as a cancellation and we may rebook the accommodation to another visitor.

CANCELLATION

We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

All cancellations must be immediately notified by telephone or email.

Cancellations within two weeks of arrival will forfeit all funds paid.

Deposits are non-refundable.

A deposit for a booking cancelled more than two weeks before the start of the holiday may be carried forward to another booking for a stay at the property within 6 months of the original arrival date

Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday.

Our liability for cancellation will be limited to payments made to us.

PEOPLE

The number of persons using the accommodation at any time must not exceed 4. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

We do allow up to 4 day visitors to The Mistal @ Cow Close but they must leave the property by 9pm. Please inform us if there are additional day guests

If you have family or friends staying at Cow Close Caravan and Camping or Cow Close Pods, they are welcome to visit as per the terms above. The Mistal is a holiday let, not a party house. Campsite and Pod visitors have their own facilities which they should use, not those in The Mistal.

Bookings cannot be accepted from persons under eighteen years of age

Minors (U18) must be accompanied by an adult (18+) at all times in the property

ACCESS

We reserve the right to enter The Mistal @ Cow Close at any time to undertake essential maintenance or for inspection purposes.

Your stay normally commences at 3pm unless otherwise agreed. You will be sent the keysafe code before arrival.

Guests are required to vacate The Mistal @ Cow Close by 10.30 am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.

FIRE & SECURITY

Please lock doors and close windows if you leave the property unattended.

On departure please return keys to the keysafe at the door.

All windows in the property are unlocked for means of escape in the event of fire

Anyone with mobility issues sleeps in the front bedroom with the patio door for ease of access/exit if evacuation is required

OTHER

Smoking is NOT permitted in the premises, and will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you.

Candles are NOT permitted in the premises, and use of these will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage caused by smoking will be at the expense of you.

We do not allow dogs at the property.

Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action.

If there have been any breakages during your stay, we would be grateful if you could advise us before you leave.

The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.

The client may in no circumstance re-let or sublet the property, even free of charge.

We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of guests impairs the enjoyment, safety or comfort of others.

Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right.

Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

Thank you for your cooperation. We hope you enjoy your visit
Cow Close Cottages Ltd
info@cowclosecottages.co.uk