

RYTON GRANGE, SELF CATERING FARMHOUSE

BOOKING CONDITIONS

**please read this carefully when you make a reservation with us
whether by e mail telephone or post
when you make the booking these conditions are deemed to
have been accepted by you**

1. MAKING THE BOOKING

(‘booking’ refers to the reservation of the property by the holidaymaker and is taken on the agreement that the property will be used solely for the purpose of a holiday.

a/ you can contact us by email familyholiday@rytongrange.com or by telephone 01743718984 to confirm an availability and to discuss anything prior to your booking.

b/ weekly bookings are usually friday to friday starting from 4.30pm on friday to 10.00 am the following friday a weekend booking is usually friday from 4.30pm to sunday 10.00am flexibility may be possible with prior approval and charity donation, it is not always possible and not always guaranteed, we may not be able to confirm early check in until a few days before arrival.

c/ payment is accepted via credit card, debit card, direct transfer or postal order (payable to Emma Morris) but not cheque or paypal. If you pay by direct transfer you must let us know so we can update the booking.

d/ If the arrival date is 3 months or sooner from the day of booking, the full amount needs to be paid with a completed booking form, this can be easily completed online, and is preferred.

e/if the arrival date is more than 3 months in advance, then a 50% deposit can be paid, with the remaining balance due 3 months before the start of the holiday

f/ the booking form must be completed by a member of the party occupying the property and must be over 18 years of age. When

signing the booking form the signatory must be authorised to agree to the booking conditions on behalf of all persons included on the booking form.

f/ BOOKINGS CANNOT BE ACCEPTED FROM PARTIES OF YOUNG PEOPLE AGED LESS THAN 18 YEARS OF AGE.

g/ payment of a deposit constitutes a binding contract and the holidaymaker is liable for the full charge.

THE CONTRACT

The contract is for a short term holiday and is between the owners of Ryton Grange and the person making the booking and all members of the holiday party under our booking conditions within this document. The contract of hire is not effective until we have received and processed the deposit. The person making the booking must be 18 years old or older

The agreement to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period. the booking terms are deemed to be read and accepted by you on receipt of a payment.

IMPORTANT POINTS TO NOTE

a/ this is a non smoking property no smoking is permitted within any rooms of the property. Smoking is permitted outside, but you must pick up any waste resulting from this. If you do smoke within the prohibited areas then we will terminate your booking without refund and require you to leave immediately.

b/ due to the structure, age and location of the property there are various unavoidable access issues (see details in our access statement) including some areas of restricted head height, uneven floors, uneven stairs gravel outside. If access may be an issue for

you please take time to read the statement before making a booking or phone to discuss your access requirements to avoid disappointment.

c/ pets are not allowed inside the property without permission, if they do enter, the property must be left clean without any trace of the pet on departure. You must pick up dog faeces and clean away any hairs before departure.

d/ if a dog has been allowed by prior arrangement to stay then the following rules must apply..the dog must not be allowed onto any furniture including sofas and beds, dogs are not allowed on rugs or carpet, the dogs must not be left alone in the property and all signs and smells of dog must be removed from the house and garden and binned in external bins before departure (eg hairs and faeces). We ask for a £25 donation per dog per stay and we give this to an animal charity called help in suffering.

d/ children are welcome!! we can provide a travel cot (we have 4) or cot bed (we have 1) if required. A booster seat and 2 high chairs are available on request. There is no charge for the use of these facilities, but if the item is damaged or broken by you then the cost of a replacement must be paid for by you and it must be left cleaned before departure. For the travel cots we need prior notice of your requirements and you will need to provide bedding for baby safety.

e/ if babies have been using the property then their nappies must be binned in the external bins before departure

f/ bed linen and towels are provided, but not for travel cots(for baby safety).

g/ With regret..we do not now accept bookings for lively stag parties, but quiet hen and stag groups are welcome.

h/ loud music outside is not allowed after midnight . Drones and fireworks are not allowed without prior discussion with the owner.

i/ we strive to rent the main house with the 2 additional barns together to sleep a maximum of 23 guests, if you book the main

house alone, a maximum of 12 guests will be allowed, if you book the house and barn, it is a maximum of 18 guests and if you book the house with 2 barns the capacity is 23 maximum. You choose the preferred option during the booking process

j/ the 2 barns are both separate contained properties located next door to ryton grange and overlook the garden and driveway. If the house only is hired then we reserve the right to hire out the barns to other parties. To secure sole use of the outdoor facilities you will need to book all 3 to sleep 23.

3. HIRERS OBLIGATION

the hirer agrees to..

a/ to take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of the stay as it was found. Particular attention must be given to the kitchen and bathroom to ensure all equipment and utensils are left clean and tidy. The use of foil under the grill will help to keep the oven clean. Inside bins must be left empty. If the BBQ has been used it must be free from grease and food before departure.

b/ a cleaning service can be provided at extra cost and prior arrangement with the owners this does not include washing up or replacing moved furniture and fittings.

c/ to pay for any breakages, losses or damage to the property before departure. You are legally required and expected to pay correctly for breakages caused by any member of your party even if it wasn't yourself!

d/ the hirer is responsible for any extraordinary cleaning costs incurred (eg smoking smells, pet damage etc excessive mess, furniture not being put back, washing up etc). If the property is left unreasonably dirty then a cleaning fee will be charged. Please remember real humans have to process the property after you depart.

e/ you are not allowed to sublet or share the property except with persons included on the initial booking form. The maximum number of adults that this property is suitable for in proper beds is 12 for the farmhouse alone and 18 with the house plus barn, 23 for the house plus 2 barns.

f/ the use of any equipment including any outdoor play equipment must be done at the hirers risk and the owner accepts no responsibility for any consequences. If the equipment is broken the hirer is liable to pay for any breakages, it must be left clean and in good order on departure. If the barbecue is used it must be cleaned before departure.

f/ the owners do not accept liability for any loss or damage to personal effects, baggage, motor vehicles etc. Cars are parked at the owners risk. If anything is left in the property accidentally, the hirers must inform the owners as soon as possible so that the item can be located, postage charges will apply to return the item back to the hirer. Items left may be disposed of or donated to a local charity.

g/ owners must be allowed reasonable access with prior consent to the property to carry out any urgent maintenance.

h/ the owners reserve the right to refuse entry or repossess the property without notice and without refund if it is considered that the occupiers are unsuitable for any reason or are in breach of the terms.

i/ if a booking deposit is charged to the value of £200 this will not be refunded if the property is left unclean or if any parts of the property or its contents inside or out have been damaged by the hirer this included bedding and paintwork

j/ we are not liable should there be an unexpected general power cut, water supply issue or telecommunications supply problem.

k/ the hirer must inform the owner as soon as possible should there be a faulty piece of equipment or issue with the property so that the owners can rectify this for you as soon as is possible, if the owners do not know you have an issue they will not be able to help and will not be liable when you depart.

I/ CORONAVIRUS

Do not travel to the property if you are showing symptoms of coronavirus. If you develop symptoms whilst you are staying you must inform the owner immediately and seek testing. You are required to leave the property as soon as you are able. Results of testing must be reported to the owner. If you are unable to leave the property on your designated departure date you will be liable for payment of extra nights and if it impacts on future guests you will be liable for the cost of their stay in full.

4. NON AVAILABILITY OF PROPERTY

a/ if the property becomes unavailable due to physical damage caused to the property, such as damage from fire, flooding or storms all rent paid will be immediately refunded in full. The hirer will have no further claims against the owner.

b/ If the property availability is affected by a reason outside of the owners control such as a force majeure, act of war, nuclear explosion, drought, industrial action, disease outbreak or other such external event, you will be required to use your travel insurance to reclaim your booking value. We will not be liable for any events outside of our control.

Cancellation

If the hirer wishes to cancel the booking he/she should advise the owners immediately by telephone or email, followed by a confirmatory letter in writing. Upon receipt of such a letter the owner will (but without obligation to the hirer) use their best endeavors to obtain a replacement letting. If such a replacement is found then will refund monies paid less the 50% deposit fee.

If the owner is unable to relet then the owner shall be entitled to retain all payments already made .

Cancellation insurance can be purchased widely and is now an essential part of the booking process and these terms and conditions require you to take this out.

If the hirer has not completed the full payment and has paid a 50% deposit, this is non refundable.

If you cancel before the balance is paid, you are still liable for the balance if we are unable to relet the property.

We cannot be held liable for costs of cancelling items that you have separately hired with other providers.

6/ EQUIPMENT SUPPLY

We make every effort to ensure the property is supplied to you with all facilities and equipment listed, we rely on you letting us know if there is any problem with the property as soon as it becomes apparent to you to give us an opportunity to correct it. Occasionally items are damaged or broken by guests on a changeover day and sometimes there may be time required to replace that item which may impact your stay but you will not be entitled to any refund.

7/ WILDLIFE

Ryton Grange is a farmhouse and surrounded by fields, therefore you may be visited by various types of wildlife, eg bees, ants, field mice, bats, these creatures are part of a rural ecosystem and we endeavour to allow them to go about their lives unhindered. However if you are concerned please do let us know. We do not refund for wildlife visitations!

8/ SECURITY DEPOSIT

A £500 preauthorisation on your credit card will be required 7 days before your stay it will hold the monies but not take the payment out of your account. If in the unlikely event that you damage something of value or leave the property in an unacceptable condition, the owners reserve the right to charge you to replace or mend the item/s or employ extra staff to perform the extra cleaning. This amount will depend on the type of item damaged and the cost to replace it. This will be lifted 7 days after you leave.

9/ COMMUNICATION

please communicate with us we want to help, we are human and wish you a fabulous holiday!!!

10/ COMPLAINTS

We are here to help you, and all of our contact details are left in the property for you to get hold of us, day or night. If we are away we have relatives on call for you, If something is not right please inform us immediately so we can make it right for you we always value feedback and are always learning new ways to perfect your stay.

11/ PRIVACY

We are committed to ensuring the best standards of practice in all our activities. Visitors to our website can be assured that the

protection of privacy and confidentiality are given the highest priority. All personal data is collected, held and used in strict compliance with the data protection act 1998.

12/ INFORMATION COLLECTED

We do not collect any personal information from visitors to our website other than information that is knowingly and voluntarily given. Anonymous information is collected such as the number of visitors to our website in a certain period or details of dates selected for online bookings, but it is purely statistical and cannot be used to identify an individual user. We do not use cookies to collect information from visitors to the website.

12/ USE OF INFORMATION

We treat any data given to us by you when making the booking in the strictest confidence. We do not sell or transfer data and we will not contact you with advertising. We do use your contact details to contact you about your booking for example to send you the booking confirmation, update you to give you check in information, it will only be about your booking. This data is kept on file and is only the information that you supplied to us on the booking form or email conversations made. If booking via our website your booking details will be stored on our booking platform called super control . If you book via an agent, they may use your data in different ways, this will be supplied on their website terms and conditions. Data regarding children is not requested and will not knowingly be collected without parental consent. You may contact us at any time to discuss this matter.
