

Terms and conditions: Crabtree Barn, Hey Lane, Scammonden, HD3 3FR.

Through the payment of the deposit or total balance it is understood the terms and conditions below have been agreed by you. Thank you.

These terms and conditions detail the agreement of temporary property rental between the "Client / Renter" and "Wayne Harris and Rachel Taylor" and is governed by UK English Law.

The Booking Agreement includes all terms and conditions specific to the Property as detailed on the property web page.

I. Booking / Rental

Unless otherwise agreed, the rental period is from 4.00pm on the day of arrival until 10.00am on the day of departure.

Unless otherwise agreed, rental of "The Property" includes water, electricity, linen and towels and one initial basket of logs for the wood burning stove. Please use logs supplied through us only as many logs are not dried properly and will cause damage to the flue pipe.

The persons residing and using the facilities in the rental properties, during the rental period, must not alter from that stated on the booking form, nor shall it exceed the maximum number stated in the website advertisement (or agreed on booking). The number of guests allowed is 4 maximum unless agreed prior to arrival. However a child under 2 may also be included as a 5th person if sleeping in a cot.

Parties with other friends or family are not allowed at the barn (unless agreed with the owners prior to the occasion).

The Client and party acquire no rights whatsoever over the property excepting occupation as a holiday let for the period booked. The Client shall not sub-let the property.

The Client should report any breakages and / or defects in the property or its contents to the owner without delay.

The bringing of pets onto the property is forbidden.

Sections II & III apply to direct website bookings, not TripAdvisor, Homeaway, Booking.com, AirBNB or other 3rd party bookings – the payment and cancellation terms for the online travel agents are within their websites. Please note we recommend direct bookings as they offer best value for money and enable better communication between us and our guests.

II. Payment

All payments should be made in Sterling unless otherwise agreed. A deposit of 25% of rental is due on booking to block out your dates. Payments are required preferably by card payment via the booking system on our website. BACs payments are also available on request, when making the transfer, please use your surname as reference, so we can identify your payment.

The final balance is due 8 weeks prior to arrival. Payment reminders will be issued by e-mail 9 weeks prior to arrival. For bookings made less than 8 weeks before arrival date, payment is due in full with deposit payment at time of booking. Late payments will incur an administration charge of £25 or the cancellation of booking and loss of deposit payment.

Please note: - for bookings via the TripAdvisor / AirBNB / HomeAway/Booking.com websites the final payment is due within their terms and conditions (either 40 days or 4 weeks before arrival date). All other information above is the same however.

III. Cancellations and curtailments

Only written notification of cancellation can be accepted (email is sufficient).

a) Cancellation more than 8 weeks prior to arrival: 0% of deposit refunded.

b) Cancellation within 8 weeks of arrival: 0% of full payments refunded.

It is essential Clients effect full holiday insurance cover to ensure losses on flights and accommodation are fully covered. We reserve the right to modify or withdraw any booking due to circumstances beyond our control and cannot be liable for any loss, expense, inconvenience or claim arising thereof.

Should the property become unavailable due to unforeseen circumstances and equivalent alternative accommodation cannot be offered, a full refund will be made – this will be the full extent of the owners' liability to you.

c) COVID 19

Symptoms: High temperature, new continuous cough, loss or change to your sense of smell or taste. See www.nhs.uk for more information.

PLEASE DO NOT TRAVEL IF YOU FEEL UNWELL WITH THESE SYMPTOMS ABOVE BEFORE YOU LEAVE HOME

Please contact your own doctor and let us know at once. Your travel insurance may cover you for this eventuality but only a few will cover COVID. If we can re-sell the booking we will refund payments made to us minus: any discounts made in order to re-sell at a lower price, commission costs taken by online booking agencies from your booking total (Airbnb etc.) and booking costs (card processing costs).

If you feel unwell with whilst staying at Crabtree Barn

If one of your party experience the symptoms above then for UK based guests, all the guests in the party should return home immediately. Make sure you are prepared to do so by having a full tank of petrol. Inform the owner at once. We are not able to make any refund for a trip curtailed.

Non-UK guests – if you are unable to travel home and have to self-isolate at the barn then you must inform the owners as soon as possible and seek medical help (www.nhs.org.uk). Please note if you stay at the barn past your booked dates we will have to cancel other guests' holidays and charge the amount to you for the additional stay. We suggest you have appropriate travel insurance in place to cover this.

IV. Security Damages Deposit

A Security Damages Deposit of £200 is payable with balance of rental cost. For bookings via AirBnb, HomeAway, Booking.com or TripAdvisor they will hold the security deposit.

Any breakages, damage or loss caused to the property or its contents during the rental period may result in the forfeit of some or the entire Security Damages Deposit.

Notwithstanding the Security Damages Deposit held, the Client remains liable for the full cost of

any repairs or replacements required due to accidental or negligent breakage, loss, damage or otherwise abuse of the property.

The Client shall leave the accommodation in the same state of cleanliness and general order in which it was found and are responsible for removing their own rubbish from the property at the time of departure.

The Client is responsible for the keys of the property during the rental period and for their safe return. Should you lose the keys it may be necessary, for security purposes, to replace the locks in the property and renew the keys accordingly. The Client will be liable for all costs in this case and for all costs in the event of loss of keys.

We reserve the right to retain money from the Security Damages Deposit to cover additional cleaning costs should the property be left in an unacceptable condition.

We reserve the right to retain money from the Security Damages Deposit to cover indelible stains to linen and towels (for example, make-up which indelibly stains towels and linen).

We reserve the right to deduct supplementary charges from the Security Damages Deposit if the property is not vacated at the stated time.

The Security Damages Deposit (or part thereof) will be returned to the Client by bank transfer within 10 business days after departure from the property.

Note: for HomeAway, TripAdvisor or AirBnb bookings, the damage deposit is held by these companies and returned to you within 10 days unless there is an issue / claim from us as above.

V. Insurance

The Client is strongly recommended to arrange a full comprehensive travel insurance policy, which includes cancellation cover and full cover for the party's personal belongings, public liability, etc., since these losses are not our responsibility. The house must be kept locked at night and whenever unattended. All windows must be closed and secured when leaving the property as in case of theft the insurance will be invalid. Please take care that the velux windows in the living room ceiling are fully closed when you leave the property as any rain will fall onto the wood floor and sofas beneath and you will be liable for the cost of damage caused.

VI. Accidents

We accept no liability or responsibility whatsoever for any accident in this property, its grounds or garden. Children MUST be supervised at all times.

Please take care on the wooden stairs of the barn as they can be slippery in stockings feet (being made of wood). A safety stair gate is available on request if you have small children. A fire guard is also available for the wood burning stove if required. Please note we keep the safety equipment in good order but it needs to be used responsibly.

The garden is tiered in levels and has steps and therefore has a risk of slipping. The garden and children's play equipment (for use by under 12s only) is used at your own risk. If you have special requirements please make this clear on the booking form. A full access statement is available on request and on our website.

VIII. General

We shall not be held responsible for;

- I. Any temporary defect or stoppage in the supply of public services to the property, or in respect of any equipment, machinery, or appliances in the property or garden.
- II. Any loss, damage or injury, which is a result of adverse weather conditions, riot, war, strikes, or other matters beyond our control.
- III. Any loss, damage or inconvenience caused to or suffered by the Client if the property is destroyed or substantially damaged before the start of, or during the rental period.
- IV. Any disruption, disturbance, inconvenience, or diminution of enjoyment of the Client's holiday arising out of building/construction work in the location of the property.
- V. No smoking or vaping is allowed inside any parts of the property. A deep cleaning fee to cover costs of furniture and soft furnishings cleaning will be charged if smoking or vaping takes place in the property.
- VI. The Client is expected to act in a manner that would not cause unacceptable disturbance to residents in neighbouring properties.

If the Client fails to notify us of any problems or dissatisfactions prior to departure from the property, it may affect the ability to investigate complaints and impact the way that any complaint is dealt with.

Accuracy of Property Descriptions and Pictures:

- VII. Great care is taken to provide accurate information on the property and general area in which it is located. However, there may be occasions when facilities, which are not under our control may not be available.
- VIII. We will endeavour to inform you of any such changes in advance, although these will not in themselves necessarily entitle you to cancel your booking without the usual penalties.
- IX. Where circumstances beyond our control necessitate a change in holiday arrangements, you will be advised as soon as possible.

Through the payment of the deposit or total balance it is understood the above terms and conditions have been agreed by you.

Thank you.

Wayne Harris and Rachel Taylor
Crabtree Barn