

'The Byre' Booking Terms & Conditions

General principles

This document defines the terms and conditions for booking 'The Byre'. Please take time to read them before making a booking. Thank you.

In these terms of business, the expression 'The Byre' means the accommodation operated by us and confirmed to the Guest. 'Guest/Guests/You/Your' means the person, firm or company making a booking or staying at 'The Byre'. 'We/Us/Our' means High Watch Holidays. 'Our Property' means High Watch and grounds. These terms apply to all bookings except to the extent where specific terms apply to a particular booking.

Booking enquiry

To make a booking, or request further information, please email us at holidays@highwatch.co.uk. Alternatively, you can write to us at High Watch Holidays, High Watch, Lanehead, Bishop Auckland, Co. Durham, DL13 1AJ or contact us by telephone on 01388 537 693.

Booking

A deposit of 30% of the appropriate booking fee is required to secure 'The Byre' and the balance is payable 6 weeks before your arrival date. Bookings made within 6 weeks of your arrival date must be paid in full at the time of booking. We will issue receipts for all payments made. Payment may be made using on-line banking (details available on request) or by cheque payable to Mrs J C & Mr M J Kane. If any payment due in relation to your booking is not paid by the appropriate date, we can assume you wish to cancel your booking.

Please note that you accept these terms and conditions when you pay your deposit.

Cancellation

If you find it necessary to cancel your booking before the final balance is due you should inform us immediately and we will then endeavour to re-let 'The Byre'. If 'The Byre' is re-let, then all the deposit monies will be returned less a £20 cancellation charge. If 'The Byre' is not re-let then, regrettably, all the deposit monies paid are forfeited.

If you find it necessary to cancel your booking after the final balance becomes due, whether or not the final balance has been paid, then unless 'The Byre' is re-let you will be liable for the full cost of the holiday.

If for any reason we have to cancel your booking our liability is limited to a full refund of any monies paid only.

Insurance

Guests are strongly recommended to take out their own insurance to cover cancellation, curtailment, loss of baggage, personal effects and money.

Arrival and departure times

Except by prior arrangement, arrival is from 3pm onwards and 'The Byre' must be vacated by 10am on the day of departure.

Number of guests

The number of persons using the 'The Byre' is not to exceed the maximum of three, except by prior arrangement.

Behaviour

We reserve the right to judge acceptable levels of noise or behaviour of our guests or representatives, who must take all steps for corrective action as requested by us. In the event of failure to comply with our requests, we may terminate the booking immediately without being liable for any refund or compensation.

Pets

We regret that 'The Byre' does not accommodate pets (only assistance dogs).

Smoking

'The Byre' is a NO SMOKING property.

Access

We or our representatives are to be allowed access to 'The Byre' at any reasonable time during any holiday occupancy.

Car parking

We do not accept responsibility for damage to, or for theft from, or for theft of vehicles parked on our premises.

Damage to the 'The Byre' /breakages

Guests must undertake to keep 'The Byre' and all furniture, fixtures, fittings and effects in 'The Byre' or on our property in the same state of repair and condition as at the commencement of the holiday and also undertake to leave the 'The Byre' in the same state of cleanliness and general order in which it was found.

Guests are responsible for any damage caused to our property or to 'The Byre' including all furniture, furnishings, fixtures, fittings and effects by any act, omission, default or neglect and will compensate us on request for the amount required to make good or remedy any such damage or breakages (fair wear and tear excepted).

Damage caused in or to 'The Byre' or on our property must be reported immediately.

Liability

We do not accept liability for death or injury sustained by any visitor, or for the loss or damage to any property brought on to the premises.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.

In all cases our liability to you is limited to a full refund of any monies paid only.

Comments and complaints

Any comments or complaints regarding the booking should be made to us during your stay so that they can be remedied. Otherwise comments or complaints should be made in writing within 7 days of departure.