

**Thorganby Farm Cottages 'Curlew' & 'Celandine' at Common Farm
Thorganby, YORK. North Yorkshire. YO19 6DL
T: 01904 449 652 M: 07840 336 900**

Thank you for your interest in Thorganby Farm Cottages. You are assured of a warm and friendly welcome and we look forward to meeting you.

When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Terms and conditions

• **Payment**

If booking via an intermediary payment will usually be handled by them. But of course if you wish to avoid the fees they charge it is better to book directly.

When contacting us directly to confirm the booking we ask that payment is made within 9 days via Bank Transfer. Our bank account details and the necessary identifying numbers will be sent via email, so that you can make a payment using your own bank.

Payments can also be made **by UK cheque account** to 'J. A Ruston' and sent to:

**Common Farm,
Southmoor Road,
Thorganby
York. YO19 6DL.
North Yorkshire.**

• **Prices**

The price of the accommodation includes the following: Linen (bedding & Towels), & Free Secure Parking. A £50 refundable bond has to be made on arrival, payable by cash on arrival.

• **Pets**

At the property owners discretion. Please check with Judy when you make the booking.

• **Cancellation and Insurance**

If for whatever reason you cannot take your holiday and you notify us up to 6 weeks before your arrival, then we will offer an 80% refund on the funds that you have paid to us. ***For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.***

• **Non-availability of Accommodation**

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would refund all monies paid to **US** (by you or an intermediary) for the holiday. **Our liability would not extend beyond this refund.**

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- **Arrival**

Your accommodation will be available to you from 4pm on the day of arrival although **we are more than happy to negotiate arrival times**. Please try not to arrive earlier than arranged; we may still be busy preparing your accommodation or unavailable and we wouldn't be able to welcome you as we would wish.

- **Damages and Breakages**

Please take care with our properties. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £50 if you did not report this.

- **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

- **Data**

Any data collected during the course of this booking may be kept on computer.

- **Smoking**

We have a NO SMOKING policy. There is to be absolutely no smoking inside our properties. If you choose to smoke outside, we ask that you dispose of cigarette butts in an appropriate and tidy way. Thank you for your co-operation.

- **Departure**

Please be ready to leave the accommodation by 10.00am on the day of departure, **unless otherwise arranged**.

We kindly ask that you leave the accommodation in a clean and tidy state, it is a self-catering accommodation.

Please place any refuse in the appropriate bins, recycling bins are also provided.

We would also ask that you strip the beds of bed linen and place all used towels in the bathroom before you vacate the property. Thank you for your cooperation.

We look forward to welcoming you to Thorganby Farm Cottages.