



General information and terms of hire

Heating and Lighting

Electricity and gas are included in our rental rates. We like to help the environment in saving energy where possible, so please turn off lights etc when not needed.

Wifi

Broadband is included in the rental rate.

Linen

Bed Linen and towels are included in the rental rate. This includes all bed linen for the 4 bedrooms, bath mat, bath sheet, hand towel and flannel per person. Tea towels are provided in the kitchen.

Cleaning

58 Marygate is our home, please treat it with respect. On departure please leave it in the same clean and tidy condition you found it in.

Basic Supplies

We've equipped the cottage to a high standard, you will also find the following items: 2 rolls of toilet tissue in each bathroom, soap, dishwasher tablets, cleaning products, tea, coffee and sugar, olive oil, basic herbs and spices.

Arrival and Departure

Arrival time is 3pm, departure time is 1030am this is to allow time to prepare the house for the next guests. On departure please turn all lights off and close all windows. The key collection instructions will be sent to you after booking your holiday.

Pets

Sorry no pets are allowed

Smoking

58 Marygate is a smoke free house. Smoking or vaping is not allowed in the house.

Breakages

We realise that accidents do happen from time to time. Please report any spillages / breakages to Louise on 07977 507854 as soon as possible.

Safety

The safety of our guests is of top priority. We have made the house as safe as possible, however guests should familiarise themselves with the house on arrival to know the position of any potential hazards. In particular, groups with small children should ensure that they are supervised around the stairs, kitchen, around any open windows and also the bunk beds.

Fireplaces

There are two fireplaces in the house, they must not be lit as we are in a smoke free zone.

Fire

There are smoke detectors fitted throughout the house along with a heat detector in the kitchen and a carbon monoxide detector near the boiler. There are two fire extinguishers one on the ground floor and one on the second floor also a fire blanket in the kitchen. In the event of an uncontrollable fire evacuate the building and call 999 immediately.

Terms and Conditions of Hire

Please read our terms and conditions of hire carefully before booking as these conditions shall be deemed to have been accepted by you when you submit a booking payment and our confirmation has been sent. We cannot accept bookings from anyone under 18 years of age.

The Contract

The contract entered into is between us 'the owner, 58 Marygate, York, YO30 7BH' and you 'the hirer'. The contract is only effective once the booking payment has been received and written confirmation has been sent to you. We permit you to occupy 58 Marygate only for the hire period shown in the booking confirmation. Only those persons named on the booking confirmation are entitled to stay in the accommodation, and the total number in your party shall not exceed 8 persons unless otherwise agreed. The hirer shall not assign or sublease the Property or permit the use of any portion of the Property by other persons who are not family members or guests of the hirer and included within the number of and as permitted occupants under this Agreement.

Booking and Payment.

Bookings will be confirmed upon receipt of the balance in full, or a non-returnable deposit of 25% with the remaining balance due 4 weeks before the start of your holiday. If the booking is made within 4 weeks of the start of your holiday the full balance will be required.

Cancellation.

You (the hirer) are advised to arrange holiday insurance to give protection in the event you are unable, for any reason, to take up the holiday accommodation at the agreed time. You should notify us of any cancellation immediately. If you cancel your booking or the balance is not paid on time, the booking deposit (including any booking fee if applicable) cannot be refunded. If the balance payment is not received on time the booking will automatically be cancelled. If you have paid the full balance you will receive a 50% refund of the total cost (minus booking fee if applicable) if you cancel at least four weeks before the start of your holiday. The owner reserves the right to decline or cancel any booking for whatever reason. In the unlikely event of a cancellation by the owner, you will offered alternative dates or a full refund of all monies paid.

Safety

You (the hirer) acknowledges that the Property is an old and historic building with some unalterable internal architectural features and the like that may be potentially dangerous and involve potential risks if improperly used, particularly with regard to children (especially toddlers and children under 4 years of age) and such use is at the Guest's own risk and the owner shall not be responsible or liable for any reason whatsoever. Examples of such features include a winding wooden staircase, small stairs to the kitchen, small stairs to the back bedroom and small stairs to the main bathroom. Low door heights, accessible kitchen cupboards and drawers, step in courtyard garden, low level oven and bunk beds.

Complaints Procedure

We take every care to ensure that the house is prepared to a high level. But in the event of any complaint, please contact us immediately to give us a chance to resolve it.

Accident, Injury or Loss

We accept no responsibility for any accident or injury sustained by you the hirer or by any member of your party during the period of hire, nor for any loss or damage to any personal property including your vehicle and any contents.

Return of Personal Belongings

Should you leave any items in the property, we will collect, pack and post the items back to you for an agreed price.

Care of the Property

You (the hirer) shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as you did at the beginning. We reserve the right to cancel any letting forthwith if you, or any member of your party, behave in such a way as to cause damage to the property or its furniture or contents, or if your behaviour causes a nuisance or annoyance to any neighbouring property.

Allergies

Please be advised that pillows, cushions and bedding contain feathers.

Occupancy

We reserve the right to enter the property if necessary for inspection purposes or to carry out any repairs or maintenance.

Smoking

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Pets

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