

Revised Terms and Conditions August 2024

Hillcrest Holiday Cottage

Your attention is drawn to points 9 – 14 regarding fire safety.

- 1. Guest Responsibilities.** Guests must agree to take good care of the cottage and leave it in the clean and tidy condition in which they found it.
- 2. Arrival / Departure.** The cottage is available from 4 p.m. on the first day of your holiday. Guests are asked to vacate the property by 10 a.m. on the day of departure in order that Hillcrest can be prepared for incoming guests.
- 3. Booking Conditions.** A **non-returnable** deposit of 20% is payable at time of booking with the balance due a minimum of six weeks before the arrival date. Bookings made within 7 weeks of your holiday are payable in full at time of booking.
- 4. Occupancy.** Hillcrest can occupy a maximum number of 5 people. This includes children & babies.
- 5. Damage / Breakages.** Guests are responsible for any breakages or damage that occurs accidentally or otherwise to the property, furniture, fittings & equipment. Guests are asked to report damages / breakages to the owners before the end of their holiday in order that a settlement can be agreed.
- 6. Cancellations.** Deposits and payments are non-returnable however in the event of a cancellation we will endeavour to re-let the cottage and a refund will be offered. A full refund will only be given if Hillcrest is re-let at the fully advertised price. Customers are advised to take out **holiday insurance cover** as protection against cancellation.
- 7. Cancellation by ourselves.** In the unlikely event that, due to extreme circumstances beyond our control, Hillcrest becomes unavailable a full refund will be given. We shall not be under any other liability. Normal winter weather is NOT an extreme circumstance.
- 8. Utilities and Appliances.** The owners will not be held liable for utility service failure or appliance breakdown however every effort will be made to rectify / repair in such circumstances.
- 9. Log burning stoves.** The log burners must not be left with the doors open. **After lighting or fuelling ensure log burner doors are closed and the guard provided is replaced.** Matches must not be left on the top of the log burner.
- 10. Candles.** **Candles are strictly forbidden** at Hillcrest. In the event of a power cut please use torches provided.
- 11. Electric Vehicles.** For safety reasons charging electric vehicles from the cottage / garage electricity supply is **strictly forbidden including the use of your own EV cables / granny chargers.** Charging electric vehicles, scooter & bikes at Hillcrest invalidates our insurance. The nearest EV charging stations are at the Dales Countryside Centre in Hawes and at Catterick Garrison. EV charging points can be found at the Scotch Corner service station on the Middleton Tyas road just off the Scotch Corner roundabout. If damage was to occur due to charging an electric vehicle, scooter or bike, you the guest, will be personally pursued by our insurance company.
- 12. Other Electric Batteries e.g. for Electric Scooters & Bikes.** Given the recent cause of house fires we cannot allow the charging of batteries for electric bikes & scooters under any circumstances not only because of the danger to life but because **this practise invalidates Hillcrest's insurance.** If this request is ignored and an accident was to occur, you the guest, will be liable for damages and will be personally pursued by our insurance company.
- 13. Other electrical appliances owned by guests e.g. electric fires, fans etc.** Guests are not allowed to bring fans or heaters or similar electrical equipment to Hillcrest. They have not been PAT tested and **therefore invalidates Hillcrest's insurance.**
- 14. Small electrical appliances e.g. phone chargers, hair straighteners etc.** Guests are reminded not to leave phone chargers, baby monitors, hair straighteners etc on beds, next to curtains or anywhere they could overheat and catch fire. **Guests are requested not to leave such appliances unattended or plugged in overnight.**
- 15. Liability.** No liability will be accepted in respect of damage to customers, their baggage, belongings or vehicles & contents during their stay at Hillcrest
- 16. Pets.** One well behaved pet aged 2 yrs and over is welcome at Hillcrest on the understanding that he/she is kept under control both in the house and the surrounding countryside. Pets must not be allowed on the furniture or in the bedrooms and never left unattended in the cottage. Guests are asked to remove all evidence of their pet before vacating Hillcrest.
- 17. GDPR 2018.** All personal information supplied by you will be treated in confidence and will not be disclosed to third parties without your consent or by law. We would like to keep you informed of what is happening at Hillcrest, on the farm and in Swaledale. If you would like to keep up to date please sign up to our newsletter via our website.