

East Farm Country Cottages

BOOKING FORM AND PROCEDURE

Before completing this form please telephone 01723 353635 to ensure that the cottage is vacant for the period you require. The completed form should then be returned within **four** days to:-

East Farm Country Cottages, 31 Woodland Ravine, Scarborough, North Yorkshire. YO12 6TA

A deposit of approximately one third of the total cost (to the nearest £5) should accompany the booking form.

A reservation cannot be guaranteed until the deposit is received and acknowledged.

The balance is payable 60 days before the date of arrival.

Bookings made within 60 days of the arrival date should be accompanied by the full amount.

PLEASE READ THE BOOKING CONDITIONS OVERLEAF BEFORE SIGNING THIS FORM.

HOLIDAY DATES AND DETAILS OF GUESTS

I wish to book a cottage from 3pm on to 10am on
.....

Estimated time of arrival (not before 3pm):

Details of party: Adults (over 21): Adults (over 16): Children (aged 2-15): Children (under 2):

Cot required? High chair? Dog? **Please complete a dog booking form.**

Name:

Address:

.....

..... Email:

Post Code: Telephone No:

Do you wish to book the no pets cottage?.....

Please help us to help you; does any member of your party have a disability or special needs? Yes / No (If yes, please attach details).

I have read the booking conditions overleaf and agree to be bound by them.

I am aware all the cottages are non-smoking.

Signature: **Date:**

Price of cottage:

short break / week / fortnight: £..... Charge for dog: £..... Please enclose dog booking form.

PAYMENT BY CHEQUE

Deposit enclosed (one third of cottage rental): £..... Balance, including charge for dog (due 60 days before arrival): £.....

Cheques payable to: "**East Farm Country Cottages**". Please enclose full payment if booking less than 60 days in advance.

PAYMENT BY CREDIT CARD

Unfortunately the bank that handles our credit card processing increased their commission rate by **238%** so we regret that we are no longer able to accept

payment by credit card, since it is unfair for those paying by cheque to subsidise, by such a large amount, those who wish to pay by credit card.

ADDITIONAL INFORMATION

Are you a previous customer? YES / NO (Please circle as appropriate)

If not, where did you see our advertisement? 'Scarborough, Whitby, Filey' Guide 'Yorkshire' Guide FHG 'Pets Welcome'
Scarborough Hospitality Association - Pocket Guide & Events Diary

Other (Please specify)

East Farm Country Cottages

BOOKING CONDITIONS

The booking form overleaf should be completed and returned with a one third deposit. No reservation will be guaranteed until the deposit is paid and acknowledged. The balance is due for payment 60 days before arrival. If the booking is made within 60 days the full charge is payable.

Under no circumstances should the cottage be occupied by persons other than those identified on the booking form.

If you have booked Cottage 3 (no smoking / no pets) it is essential that you do not allow any smoking or pets in the cottage. This is because the next guest in the cottage may be asthmatic or have an allergy. Cottages 1 & 2 are also no smoking throughout.

The cottages are available for occupation from 3pm on the day of arrival until 10am on the day of departure. Approximate arrival time to be given.

No responsibility will be taken for any injury, loss or damage to any persons or their property using the cottages or for any inconvenience caused due to circumstances beyond the owners control.

The accommodation and all furniture, fixtures, fittings and effects in or on the cottages shall be kept in the same state of repair and condition as at the commencement of the holiday and the cottage shall be left in the same state of cleanliness and general order in which it was found. Any damage caused directly or indirectly by the tenants act or default shall be paid for by him/her. If the cottage is left particularly unclean the tenant will be liable to pay an additional minimum charge of £25 to cover the additional cleaning costs and inconvenience.

Cycles and mountain bikes may not be brought into the cottages; there is a bolt and ring in the carport where bikes can be attached.

Tenants must ensure that no one in their party creates any excessive noise such as would disturb the occupants of the other cottages or our neighbour across the road.

The proprietors maintain the right to enter the property at any time as may be necessary.

Pets by prior arrangement and at the proprietor's discretion. Tenants will be liable to pay for any damage caused by their pets and must adhere to the dog booking conditions. Please read the Dog Booking Form for more information.

Cancellation: If you have to cancel your holiday, notify us immediately and we will try to re-let it for you. If we succeed, the balance of your rent will be refunded. The deposit is not refundable because re-letting at short notice is often difficult and expensive. Unfortunately if we cannot re-let it you will still be liable to pay the full amount.

We strongly recommend therefore that you take out holiday cancellation insurance to protect yourself from this risk (application form(s) can be sent on request with your receipt and confirmation of booking).

Any serious breach of these conditions will entitle the proprietors to ask the occupants to vacate the cottages immediately in addition to any other rights or redress.

Finally may we apologise for having to print a list of booking conditions. Everything we do is aimed at ensuring you have the best possible holiday. The booking conditions are part of this - if we ever have any problems they will help us to protect our other customers as well as ourselves. We hope we will never have to rely on them.

Useful Checklist and Reminders

- There is no charge for hot water, cooking, lighting etc. The heating (i.e. the radiators and living room fire) is on a £1 coin meter. We do put £2 in the meter to start you off, but you may wish to bring some £1 coins with you.
- Bed linen is included and beds are made up prior to your arrival but if you have requested a cot you will need to bring cot linen.
- We do not include personal towels and tea towels. However these can be hired by prior arrangement.
- Signal strength for mobile phones is excellent at the cottages; you may wish to bring a mobile phone with you.
- The cottages are situated down a narrow private lane, which is also a bridleway. For these reasons we request that guests drive slowly along the lane.
- There is a garden at the western end of the cottages. Please feel free to use it and its facilities. We try to encourage wildlife in the garden. All we ask is that you keep to the lawned area and don't go on the borders etc. We do not allow ball games in the garden.

A copy of this page will be sent with your confirmation of booking.