



Terms & Conditions

We only have a few, they are as follows:

BOOKINGS

All bookings will be confirmed in writing, upon receipt of the relevant non-refundable deposit.
The balance is to be paid **at least 6 weeks** before your arrival.

Payment can be by via:

Credit Card - Visa, MasterCard etc. or via PAYPAL, using our secure Payments page

Or by:

cheque, payable to 'YORK AND MORE' and sent to the address below.

ARRIVAL/DEPARTURE TIMES

The property can **only** be accessed from 4pm on the day of arrival, and **must** be vacated by 10am on the day of departure. This allows thorough cleaning and preparation of the property for the next client. Entry is by a lockbox (keys within) so late arrivals are not a problem.

CANCELLATIONS & POLICY ON REFUNDS

If for any reason you have to cancel your booking before arrival, the following policy on refunds will apply:

- Up to 4 weeks before arrival - 50% refund of the balance.
- Within 2 weeks of arrival - 25% refund of the balance.
- Less than 2 weeks before arrival - no refund.

CHILDREN

Sorry, but we are **not** able to accommodate children under 10.

PETS

Sorry, **no pets** are allowed in the accommodation.

SMOKING

Strictly non-smoking

BREAKAGES & BREAKDOWNS

Some breakages are inevitable and appliances can go faulty. Please do tell us if any occur, so that we can quickly rectify any issues.