



Information sheet - **Fox Cottage, Helmsley**

### **Holiday lets**

are from Saturday **3pm** to Saturday **10am**

### **Short breaks**

are also available on request at a cost of **£60 per person/per night (minimum stay 2 nights)**. Exceptions to this are July, August, Christmas and New Year. Short breaks are dependant on availability at these times and price is on application.

### **Availability**

To check availability or to make a booking please contact Ben Galloway on **01723 890853** or by email at **ben@foxcottage-helmsley.com**

### **Deposit /Confirmation of Booking**

A non-refundable deposit of £100 per week is required to secure your booking. We require your deposit and confirmation of your booking in writing by e-mail (or by letter if preferred), within 7 days of making the booking. Please note that your booking is not considered firm until the deposit payment has been received.

### **Payment methods**

Payments should be made by Cheque, Internet Bill Payment or BACS. An on-line card facility is not currently available. Cheques should be made payable to "Ben Galloway" and sent to:

N16 THE Quadrangle Hunmanby Hall, Hall Park Road, Hunmanby, Filey, North Yorkshire YO14 0HZ.

If paying by any method other than by cheque, please request our bank details when making the booking.

### **Balance Payment / Keys**

We ask that the balance due is paid no less than **one month** before the start of your holiday. On receipt of your payment, the code for the key safe at the property, will be sent to you some ten days before the start of your holiday.

### **Cancellation**

In the event of cancellation more than four weeks before the start of your stay your deposit will not be refunded unless the accommodation is re-let for the same period. Should cancellation take place less than four weeks before the start of the holiday the rental is payable in full. It is recommended that you consider taking out suitable holiday insurance. Should, for reasons beyond our control, the property be rendered unsuitable for letting on the dates booked, all money paid will be returned in full without further claim.

### **Suitability**

Unfortunately the cottage is not suitable for children **under the age of seven** on safety grounds. This is because there is no door at the top of the second flight of stairs to the second floor bedroom. The cottage is also not suitable for the infirm. Please be aware that in the paved garden there is a small drop between the upper and lower levels to the left of the steps.

### **Notice to all (but especially the tall)**

Like all old cottages, Fox Cottage has one or two low beams. They are clearly marked but we urge you to be really careful so you don't bump your head!

### **Dogs**

The cottage is dog-friendly! Well-behaved dogs are most welcome at Fox Cottage by prior arrangement. The small back garden is enclosed. I would be most grateful if you would clean up after your dog in the garden and in the village and not allow them on unprotected furniture. Dog waste should be bagged before putting it in the green garden bin. Our only stipulation is that dogs are not allowed upstairs in the cottage.

### **WiFi**

Broadband internet via WiFi is available free of charge. The passkey for the connection is in the visitor information file, located in the sittingroom.

### **Parking**

There is free roadside parking on both sides of the road outside the cottage. There is small cobbled area of off-road parking about twenty yards up from the cottage. Parking outside the cottgae or close by is generally not a problem, but Fridays are busy as it is market day.

### **Bed linen and towels**

Bed linen and towels are provided for guests for the duration of their stay at Fox Cottage.

### **Welcome pack**

We don't provide a welcome pack at Fox Cottage or a supply of basics like milk, bread etc. The shops are just a minute's walk away but do consider bringing items that you might need, especially if you are arriving late.

### **Logs**

An initial basket of logs and some coal is provided for guests. Additional supplies of logs and coal can be obtained in Helmsley. Please don't take further logs or coal from the garden shed. Please use the fireguard when burning logs or if you leave the room.

### **Smoking**

Guests are respectfully requested to observe a no smoking policy.

### **Cleanliness / breakages / damages**

Breakages are unavoidable, accidents happen. If you damage something, (eg. chip a plate, break a glass or crack a mug), please leave a note for me so I am aware of it and can replace it. If you wanted to leave some money to cover the replacement, that would be much appreciated. Fox Cottage is thoroughly cleaned between holiday lets. However, because only a limited period is available, we ask that you leave the property and its contents clean and tidy. Please ensure that the oven and grill are left clean.

### **Liability**

We do not accept liability for damage, loss or injury unless caused by proven negligence or omission by ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you. We recommend that guests consider taking out their own holiday insurance.

### **Mobile phones**

Signals from most providers can usually be received in or near the property. This cannot be guaranteed, however.

### **Arrival**

Fox Cottage will be available from **3pm** on the date of arrival.

### **Departure**

Guests are requested to vacate Fox Cottage by **10am** on the Saturday of departure and are asked to leave the house in a clean and tidy condition. The owners reserve the right to make a charge for extra cleaning of £35 if the accommodation is not left reasonably clean and tidy. Would you kindly ensure that all appliances are turned off; that all windows and doors are closed and locked; that the wall heaters are set to Automatic if you have adjusted them during your stay.

### **Feedback**

We provide a visitor's book at Fox Cottage. We welcome your feedback and comments and would be very grateful if guests would sign it. We also provide a suggestions book where visitors can make recommendations. We continually strive to improve things for our guests and are interested in your ideas.

### **How to contact us**

If you have any questions relating to this information please contact **Ben Galloway**.

Ben may be contacted by telephone on: **01723 890853** or by e-mail at: **ben@foxcottage-helmsley.com**

**We very much hope you will enjoy your stay at Fox Cottage.**

**Ben Galloway**