

Balances, Deposits & Money

Contract

The contract with The Riverside is for a short-term holiday rental. Sub-letting is strictly prohibited. The contract will be entered into when confirmation of deposit receipt is sent to the applicant. We must be kept informed of changes to contact details, addresses, telephone numbers and emails.

Deposit

The appropriate deposit is to be paid by cheque, BACS, credit or debit card, or by Paypal upon booking.

Balance & Confirmation of Details

The balance is payable and the confirmation of details is required 8 weeks before your stay. Non-payment of the balance by the due date will be construed as cancellation of the contract. For reservations made less than 8 weeks before your stay, the total amount (deposit and balance) is payable immediately.

Payments

All payments and cheques shall be made to The Riverside.

Cancellation

All cancellations made by the client, for whatever reason, shall be made by email to relax@riverside-york.co.uk or in writing to The Riverside, 8 Peckitt Street, York, YO1 9SF. If notice of cancellation is received more than 14 days before the start date of the stay, the full balance of monies paid will be refunded. If notice of cancellation is received within 14 days of the start date of the stay, 50% of the monies paid will be refunded and we will seek to re-let the property for the period of reservation. If this is successful, the balance will also be refunded.

Insurance

We strongly recommend holiday, travel and cancellation insurance to protect against the cancellation for whatever reason of your reservation. A number of companies and insurance brokers can arrange this for you.

Party Composition

Guest List

The total number of overnight visitors must be as named on the guest list and not exceed 8.

Guest List Changes

Changes to your guest list must be agreed with us before your arrival.

Change of Guests during your stay

If guests go home and new guests arrive this must be agreed with us and we may refuse. Requests for bedding, toiletries, towels, etc. for new guests cannot be met under any circumstances. Our change over day is always either Monday or Friday.

Day Guests

Day guests must be limited to a maximum of 4 people.

Age Ranges of the Party

Our booking form asks for the ages of guests under 25 to be declared. We reserve the right to refuse bookings if we feel the composition of the party is unsuitable for the facilities The Riverside offers.

Cots & High Chairs

Available free of charge provided mattresses, trays, etc. are left wiped ready for the next visitors. Bedding for cots remains the client's responsibility. All nappies must be disposed of safely and hygienically.

Cars

There is space for one car on Peckitt Street. A permit will be issued on arrival. Major repairs and valeting are not allowed. The Castle Car Park at Clifford's Tower is particularly convenient. The property is a pleasant 15 minute walk from the station, or less than a 5 minute taxi journey.

Guest Behaviour

Care of Property & Damage

An honesty policy is expected for damage and breakages. Clients are legally bound to reimburse The Riverside for replacement, repair or extra cleaning resulting from reckless use of the property.

Exclusivity

For the period of rental the house will be for the exclusive overnight use of those listed on the booking form.

Noise

Noise levels must be kept at a reasonable level. We value our neighbours and their right to peace and quiet.

Smoking and pets

We operate a strict no smoking and no pets policy, for the comfort of all our guests.

Robes, Towels, Linen Crockery & Cutlery, etc. All items on the inventory and in The Riverside and grounds remain the property of the owners. Any items missing at the end of your stay will be charged for.

The Riverside Requirements

Right of Entry

Your privacy and enjoyment is highly regarded and we will make every effort not to enter the property during your stay. However, we must reserve the right to enter the property at all reasonable times for purposes of inspection or necessary repairs and maintenance. During the growing season, the gardener may attend, but will not have access to the house.

Safety

The Riverside carries Public Liability insurance. A fire blanket and extinguisher are available in the kitchen. We have a policy of inspecting all electrical appliances on a regular basis and replacing defective items, plugs, leads, etc. Non-slip mats are provided for use in the bathrooms.

Safety of Children

Children must be actively supervised at all times.

Arrivals & Departures

The house will be ready for your arrival after 2.00pm and guests are asked to depart by 10.30am. We really do need this time to ensure the house is in perfect condition for you when you arrive. If you arrive early, the house may not be ready. Arrangements can easily be made for guests not planning to arrive between 2.00 & 5.00pm.

Complaints & Liability

Complaint

Should there be a cause for complaint then please make it in writing within 3 days of the rental period to The Riverside, 8 Peckitt Street, York YO1 9SF. No complaint will be considered more than three days after the rental period has ended.

Liability

The Riverside should not be under any liabilities to the client or third parties for any loss or damage arising from breach of contract, negligence, misrepresentation or otherwise. Should circumstances beyond our control prevent the property being available, we shall be liable only for the return of payments made directly to The Riverside.

Information

The information in the brochure, our advertisements and our web site has been compiled as carefully as possible. The Riverside will amend any details that are factually incorrect, within a reasonable time after it is brought to their attention. We have high standards and expect your relationship with us to be clear and professional. We reserve the right to make alterations and The Riverside shall endeavour to inform the client of any such alterations.