

## NEW INN YARD HOLIDAY APARTMENTS – Booking Form

Please complete/ sign this booking form, then post with your deposit to confirm a booking  
To: NIYHA, New Inn House, New Inn Yard, Yard 94, Highgate, Kendal, Cumbria, LA9 4HE  
Name and address of person booking:

Post code:  
Tel No: (day) (evening) (mobile)  
Email address:

Apartment:  
How did you hear about us?  
Dates: From 3:00 pm to 11:00 am  
(Substitute alternative dates/time if appropriate)

Cost: week/s @ £ week plus week/s @ £ /week = £  
(Tariffs are displayed per apartment per week/ seven nights. For 1 week holidays, prices are based on the date band in which the holiday starts. For two week holidays or longer prices are based on the date band in which each week starts)

Cost: days @ £ day plus days @ £ /day = £  
(Short break pricing is straightforward. It is based on the full week price in which the break begins – see tariff bands. Take that figure and divide by seven, then multiply by the number of nights required)

Add: For **short breaks of 3 nights+** please add a **10% supplement** = £  
(Calculated from the total weekly cost of the holiday i.e. a 3 night break in a 'Low' season band where the weekly cost of a holiday =£325, the total supplement for a short break = £32.50)

**TOTAL = £**

The total balance is inclusive of rates, gas\*, electricity, water, linen and towelling. (Please make cheques payable to 'New Inn Yard Holiday Apartments' or contact us for bank transfer details. We do not have facilities to accept debit/credit card payments)

**DEPOSIT = 1/3 OF TOTAL** (full amount if less than 6 weeks before holiday) £

**Balance due (payable by the start date of holiday)** £

I HAVE READ AND AGREE TO ABIDE BY THE BOOKING CONDITIONS ATTACHED; I ENCLOSE MY DEPOSIT OF ONE THIRD OF THE TOTAL (or full amount if less than 6 weeks before holiday.)

Signed: Date:

Please supply details of your party:

Name. Age (if under 16) this information helps us when we are getting the apartment ready for you

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

**Additional Options** (please tick appropriate boxes)

Baby Bath

Travel Cot

High Chair

Play Pen

Promotional Code

Office use only.

Received: Acknowledged: Balance paid: Inst. sent:

\*Please see booking conditions for further information about central heating settings.

## New Inn Yard Holiday Apartments - Booking Conditions.

1. **BOOKING:** A booking is made between the owner and the hirer, this is accepted when you receive written confirmation from us. Please ensure the details are correct and inform us immediately if there are any errors. Please contact us if you have any concerns about our booking procedure or if you wish to book a holiday of longer than the 7 nights. We do accept bookings of 21, 28 nights or sometimes longer, but we suggest you contact us directly to discuss, as we will be happy to offer a discount for bookings longer than the traditional 7 or 14 night duration. Please note our prices can change from time to time. The price quoted at the time of booking is the price you will pay even if we decide to increase or decrease the price of the holiday in the meantime.

2. **PAYMENT:** Once a booking is made by phone/email please complete and return the booking form, and send with the deposit (third of balance) within 7 days of booking. The balance is due by the start date of the holiday. If the holiday is booked less than 6 weeks in advance, then the full amount should be sent with the booking form. Once we have received your payment a confirmation email and/or letter will be fwd. with check-in information. If you have paid a deposit, confirmation and detail of when the balance is due will be fwd. with check-in information, in the week running up to your holiday. Please contact us if these instructions are not received within 7 days prior to the holiday.

3. **CAR PARKING:** One off-road parking space only is available for each apartment, with the exception of the loft apartment\* Additional parking bays may be available at times and are \*allocated at the discretion of the manager. Vehicles are left at the owners' risk. The management accepts no responsibility for any damage to cars whilst parked in the courtyard or integral double garage.

4. **INSTRUCTIONS:** Full instructions will be forward to you on receipt of the balance payment, including directions to the apartment, arrangements for obtaining keys, and how to contact us in the event of any problems.

5. **HIRER'S RESPONSIBILITIES:** The hirer agrees: To be responsible for, and take reasonable care of, the property during the let. To keep the apartment clean and tidy and to make good any breakage or damage caused. To permit the owners or their representatives to enter at any reasonable time to carry out needed repairs. That the number of persons staying shall not exceed the number stated on the booking form without the owners' consent prior to arrival. Although we are happy for friends and family to visit for short periods and in small numbers, we do not allow parties or family/friends to utilise our facilities etc which are strictly reserved for the use of our paying guests. We reserve the right to terminate the stay of any guest if these conditions are not observed.

6. **NO-SMOKING POLICY:** In consideration of all our guests, we have a strictly 'no smoking' policy in apartments and in proximity to all apartments within the grounds outdoors. Beyond this area please dispose of cigarette ends responsibly. We reserve the right to seek compensation (including consequential loss) for any damage and additional costs of cleaning (such as curtains etc) caused by a guest 'Smoking' within any of the apartments. Consequential costs may be incurred where it is not possible to remove the smell of smoke from an apartment prior to the arrival of the next guest who subsequently demands compensation from ourselves.

7. **PETS:** We are unable to accommodate pets.

8. **CANCELLATION:** The hirer should arrange cancellation insurance if so desired, as the owners do not have cancellation insurance. If a booking is cancelled in writing more than one month prior to the holiday then every effort will be made to re-let, and if successful then the deposit (less £20 per week for expenses) will be refunded. If unsuccessful then the deposit is forfeit. If a booking is cancelled in writing less than one month prior to the holiday, then the deposit is forfeit and the balance becomes payable.

All efforts will be made to re-let, and if successful any moneys received (less 20%) will be returned. We can recommend cancellation insurance please contact us for details.

**9. ARRIVAL/DEPARTURE TIMES:** The hirer is responsible for keeping to the times agreed and shown on the booking form. Check-in is from 3pm (instructions on how to obtain keys from a key safe will be given) we appreciate that some guests may arrive late evening; please consider our neighbours and other guests when unloading. Departure time is 10am.

**10. HEATING AND ELECTRICITY COSTS:** The all inclusive costs are based on 'reasonable' usage of heating and electricity that conform to our environmental policy. All 'reasonable' use of Heating and Electricity is therefore included within the cost of your accommodation (please enquire for environmental policy settings) we reserve the right to charge for 'unreasonable' usage. Charges will be made at the current gas and electricity prices plus a £10 administration fee. An example of 'unreasonable' would be where a guest has turned the heating up to a higher than programmed setting and then gone out for the day, or has the heating set to a higher than programmed setting throughout the night. We appreciate that some people 'feel' the cold more than others and we do try to be as flexible as possible and accommodate everyone. However, with the current high cost of gas and electricity we are now forced into a position where we have to charge guests an additional 'fuel supplement' if they require the heating system set higher or 'On' for longer than is set by our environmental policy. If you do wish us to make adjustments to the heating please contact us to discuss costs.

**11. NON-AVAILABILITY OF THE PROPERTY:** Should the property be unavailable on the holiday date (for example, due to damage by a previous occupant) then all moneys will obviously be refunded without question. However, no further liability will fall on the owners/representatives. In no event shall the liability of the owners exceed the rental paid.

**12. DATA PROTECTION ACT:** Customer details essential to manage the lets are kept on a computer. We commit to keep this data secure, and never to share it with anyone. You have the right (a) to request that we don't send you unsolicited information - e.g. on future availability (b) to see any information we hold.

**13. COMPLAINTS:** Please bring these to the attention of the manager immediately, in order that we can attempt to rectify any problems. We are always pleased to hear of possible improvements, but requests for compensation will not be considered if the complaint is not made before the end of the holiday.

**14. LIABILITY:** Every effort is made to ensure all aspects of the property are as advertised. However no liability will be accepted for items outside our control, e.g. flood, drought, power cuts, nor for injury or loss on the premises. In the event that we have to make changes to the booking (e.g. by reason of the unexpected withdrawal of the apartment, or it suffering damage that requires repair), we will endeavour to make a suitable alternative booking at another apartment. If it is not possible to find an alternative, we will refund all sums paid by you and this will be the only obligation or liability of NIYHA to you in such circumstances. Guests must accept responsibility for their own and their children's safety. Children's safety equipment must be used at your own risk.

**15. DAMAGES/ GOOD HOUSEKEEPING DEPOSIT:** Please note we reserve the right to ask for a good housekeeping deposit for any booking. We ask for a cheque made payable to New Inn Yard Holiday Apartments for £100 for each apartment booked. This will be returned to you upon departure providing all booking conditions have been met. For most bookings we do not ask for this deposit but we may for New Year bookings or for group bookings when several apartments are booked together.