

Niche Holidays Booking Conditions & House Rules (2021)

Please read these **Conditions and House Rules** carefully they set out the basis of your agreement with Niche Holidays who provide your Holiday Accommodation

Please Note: Whilst UK Covid 19 Legislation remains in place you will be required to adopt and comply with all requirements of the both the prevailing UK Laws and the Niche Holidays Post Covid 19 Guest Reassurance Protocols

We reserve the right to amend prices on all the Marketing platforms we use to promote our properties, which may rise or fall in line with the current Market and Seasonal Trends, but we will advise you of the current price prior to completing your Booking

1. All offers and bookings are subject to availability – Please note Short Break Pricing is based on Occupancy and NOT for the Property and will be Priced and Configured accordingly
2. Niche Holidays may at any time withdraw a property from Rental for reasons beyond their control and in the event of any property being removed from our list we will endeavour to find you a suitable alternative from our portfolio of properties, offer alternative dates or give a full refund of all monies taken
3. All Guests undertake to leave the premises in the same state of cleanliness and general order in which it was found. The Lead Guest will be liable to Niche Holidays for any damage caused in or too the property during the period of rental. Niche Holidays reserve the right to enter any accommodation without prior notice if special circumstances or emergencies arise
4. Once a booking has been confirmed by us, or our 3rd party Agents to you, should you require it to be amended or re-invoiced for any reason we reserve the right to charge an administration fee of £30.00. You may up to 6 weeks before the holiday start date change your holiday dates, subject to availability and payment of the above fee and any outstanding difference in price. It is not possible to re-arrange your holiday less than 6 weeks before it is due to commence.
5. **Cancellation for a Qualifying Reason** - Subject to receipt of satisfactory documentary evidence and provided that everyone in your entire party cancels or curtails the holiday you will be entitled to a refund less £50 administration charge, and your reason for doing so may include any of the following:
 - o Death
 - o Accidental injury or illness to you or your travelling companions, close relative or friend
 - o Redundancy, occupational posting, Jury Service
 - o Police advising against travel due to adverse weather conditions
 - o Police requiring a person in your party to attend following theft at their Home or usual place of business

Note: Whilst UK Covid 19 Legislation remains in place should a Covid 19 related incident prevent travel up to the date of arrival a Full Refund of all monies paid will be given subject to the deduction of any 3rd Party Agent or Bank Charges incurred

If a cancellation or curtailment situation arises for a qualifying reason, please contact us immediately first by phone and then in writing by email or post supplying documentary evidence, including medical certificates where appropriate. Our address is Pencroft 4 Manor Farm Cottages Carperby Leyburn North Yorkshire DL8 4DB email:mike@nicheholidays.com Tel: 07798 725454

You and your party must take ordinary and reasonable care to safeguard against loss, damage, accident, injury, or illness whilst occupying the property and under no circumstances shall the maximum permitted occupancy of the property be exceeded – The use of temporary portable beds, Tents or Camper Vans to accommodate additional guests on Site is strictly forbidden and result in you being asked to leave without any refund or compensation being offered

The home address and contact details (Telephone Number(s)/email address) of the Lead Guest must be provided before access to a property will be given - All information provided to us must be complete and accurate.

All certificates, information and evidence provided by you shall be at your own expense

6. Niche Holidays the Owners of the accommodation reserve the right to terminate a holiday after the keys have been handed over if the unreasonable behaviour of anyone in your party is likely to cause danger or significant annoyance to others or damage to the property - In these circumstances, no refund will be given
Please refer to and familiarise yourselves with the contents of the Property Information Folder which will be found in ALL our properties giving details of how each individual property works and the specific House Rule Relevant to that property
Please Note that unreasonable behaviour specifically includes overnight over occupancy from the properties designated number, having more vehicles on site than the properties permitted total (Camper Vans and similar vehicles are prohibited on all our sites) smoking/vaping by any member of your party in any of our properties or shared Garden areas which are ALL designated as a no smoking/vaping.
Note for Cyclists: Cycles are not allowed in any of our properties under any circumstances
The Wi Fi and the Sky Package are a Complimentary Feature and not a given Benefit of our Rental Offer being subject to Fair Usage and Connectivity
7. For certain properties, or rental circumstances, Niche Holidays reserve the right to ask for an additional payment of a Security Deposit. Where a Security Deposit is payable, you will be informed at the time of booking and the Rental Deposit and Security Deposit will be confirmed to you on your Booking Confirmation. The Security Deposit is payable directly to Niche Holidays or their Agent/Representative
Note: Within 14 days of the departure date the Security Deposit will be refunded in Full, Part or Withheld depending on the condition the property is found following departure
8. Niche Holidays can accept no responsibility or pay any compensation where the performance of the contract is prevented or affected by reason of circumstances which amount to "Force Majeure". Circumstances amounting to "Force Majeure" include any event which Niche Holidays could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war, or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond the owner's control.
9. One Small well behaved Dog is welcome at our Pet Friendly designated properties generally Free of Charge. Where a charge is applicable you will be advised prior to the confirmation of your booking. No more than one pet is allowed in any property unless authorised at the time of booking. Under no circumstances should your pets be allowed to lie on sofas, chairs or bedding, nor must they be allowed upstairs in our two-story properties or left unattended within the property or elsewhere on site and should be preferably exercised outside the property gardens or grounds with any 'Fouling' moved offsite to the appropriate roadside collection bins
10. Following your arrival you should notify any shortcomings with your accommodation to Niche Holidays or his/her representative immediately so that remedial action, if appropriate, can be taken.
11. Data Protection Policy - In order to process your booking we need to use the information you provide such as name, address, contact details and any special needs etc. to fulfil our legal and insurance obligations
We operate Industry recognised security measures to protect your information which we may be legally required to provide to security or credit checking companies, public authorities, such as customs/immigration, if required by them or as required by law
We will not, however, pass any information onto any person not responsible for part of your accommodation. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant person.
12. Payments can be made in cash, by cheque or bank cash transfer - regrettably we are currently unable to electronically transact on debit or credit cards.

Marketing

We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future, please write to us. We may also provide your details to selected third parties for similar purposes. If you do not wish to receive such approaches in the future, please write to us with your instructions