



Brigg View Filey

SEA VIEW HOLIDAY APARTMENT

TERMS AND CONDITIONS

Booking agreement and cancellation liability

We promise never to over book our accommodation; once your deposit has been paid we guarantee the apartment for you.

Bookings are from Friday or Monday unless by prior arrangement.

The apartment sleeps a combination of 6 adults and children. We can accommodate an extra infant in a cot. This number must not be exceeded although personal visitors are permitted during the day.

Cancellations will only be accepted in writing. All deposits are non-refundable. For cancellations within 35 days of arrival, unless we are able to re-let the apartment you will be responsible for 100% of the total cost. If we are able to re-let the apartment then we would be agreeable to transfer the full amount paid to a further date within the next 12 months.

Refunds cannot be made if the apartment is not occupied for the full period that has been booked.

We recommend that you purchase cancellation insurance from a reputable service provider as we do not provide cancellation insurance ourselves.

If, due to circumstances beyond our control, we are forced to cancel your stay we will refund your deposit in full and make every effort to find you alternative accommodation; however, we cannot be held responsible for any costs incurred by you as a result.

If, due to circumstances beyond our control, we are forced to cut short your stay, we will reimburse you in full for nights not taken and make every effort to find your alternative accommodation; however, we cannot be held responsible for any costs incurred by you as a result.

Rates

Discounted rates and special offers are subject to availability. The rate will be confirmed at the time of booking; we regret we cannot change the rate or terms of your stay once a booking has been confirmed.

Payment

A deposit of 25% of the value of your holiday is required to confirm the booking. The deposit will be credited against your final account. Settlement of your account is due 35 days prior to your stay and a reminder will be sent to you by email approximately a week before payment is due. Payment can be made by debit or credit card or by cheque. We are not VAT registered and therefore you will not pay VAT on your holiday with us.

Maintenance and Improvements

We usually close for the first 6 weeks of the year to enable us to make necessary improvements. Should you find that there is necessary maintenance, development or refurbishment work taking place during your stay we will endeavour to keep any noise and inconvenience to a minimum. We cannot be held responsible for any work being undertaken at neighbouring properties.

Car Parking

Unfortunately we are not able to offer private parking however parking on the seafront (on the beach side of the road) is free all year round. In addition you are able to park on the apartment side of the road each evening from 6pm until 10am. Parking on the seafront can get busy at peak times however we would advise you to pull up outside the apartment to unload your things before waiting for a space to become available.

Dogs

Dogs are welcome at Brigg View Filey with a maximum of two dogs per stay. We would ask that dogs are not to be allowed on the furniture and are not left unattended in the property unless a crate is provided for a short amount of time.

Arrival and Departure

Check in time is 3pm however usually the apartment is ready before this time and we will make arrangements to contact you by text message to let you know that you can arrive earlier if you so wish. On your day of departure we would ask that you have vacated the property by 10am. If leaving earlier than this time then we would appreciate a text message confirming this so we can make a start on the cleaning and the next guests benefit from an earlier check in time.

Smoking

Smoking is not permitted on the premises.

Damage

Any damage caused by any individual using the facilities at Brigg View Filey will be charged to the individual in full. If there are any small breakages such as glasses, plates etc please let us know as soon as possible so we can arrange a replacement prior to the next guests arriving.

Children

If you have young children in your party please confirm on booking whether you require a travel cot or highchair to use during your stay. We are happy to provide these items free of charge. Please note we do not provide bedding for the travel cot so you will need to bring that with you.

Bed and Bath Linen

All bed and bath linen is provided free of charge. As a small business we undertake all the washing and ironing of the linen ourselves and we would therefore appreciate that you only use what you need and leave beds and towels as they were if they are not required.

Disabled access

As an apartment on the first floor we regret that we are unable to provide access for wheelchair users. There are 20 steps from the entrance to our front door. The back door can be used to avoid the steps and users can walk behind the buildings to come down a slope onto the seafront if you so wish.

UPDATE TO TERMS AND CONDITIONS - RE: COVID-19

We fully appreciate that this is a strange and challenging time for everyone and we do not want anyone to miss out on their holiday. We will therefore be relaxing our terms and conditions slightly in relation to cancellations for the rest of this year, 2020.

You will still be required to make a payment of 25% to secure your holiday and the balance will be required to be paid in full 35 days prior to your arrival date, unless you receive notification from us stating otherwise.

If you are unable to fulfill your booking at short notice because of the following reasons then we will happily move any monies paid towards a future stay within the next 12 months:-

- 1) If you or a member of your party are suffering with symptoms of COVID-19 then you must not travel and must remain at home to self isolate.
- 2) If you are contacted by the government track and trace scheme and are advised to self isolate.
- 3) If you are in a local lockdown meaning you cannot travel out of your local area.

Likewise if Filey is within a local lockdown area then we would be unable to accommodate you, you will be given the option of a full refund or a change of dates within the next 12 months.

If you show any signs of developing COVID-19 during your stay then we would ask that you return home immediately, inform us of the situation and book a test close to your home.

We would kindly ask that you vacate the premises by 9.30am (30 minutes earlier than usual) this will enable us to enter the property promptly without breaching social distancing measures.

These conditions shall be deemed to have been accepted by you at the time of your booking.