



Terms & Conditions

Payment

For all bookings we require a credit/debit card number which will be stored securely by our payment partner Stripe. Payment for your stay will be taken one week before arrival. We accept all major credit and debit cards including Visa, Mastercard and Amex.

Cancellations

In the event that you wish to cancel, you can do this at any time up to 7 days before your stay, and your booking fee will be refunded in full, less any card transaction fees incurred. If you cancel within 7 days of your booking, your booking fee will not be refundable. In the event you wish to cancel within 7 days of your booking we will do our best to arrange an alternative date for your stay.

Non-availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival & Departure

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 4.00 p.m. on the scheduled day of arrival. Please ensure you leave the lodgings by 10.00 am on the day of departure, unless otherwise arranged.

Damages and Breakages

You are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit/ debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this.

Smoking

Horngarth is strictly non smoking throughout the building

Behaviour

We reserve the right to refuse access to your accommodation and/or withdraw your accommodation and require you to leave immediately and without notice or a refund, if in our reasonable opinion you or a member of your party are disturbing the peaceful stay of other guests, are abusive, aggressive or excessively intoxicated with alcohol or under the influence of drugs or engaged in any form of illegal or immoral behaviour.

Liability

We do not accept liability for damage, loss or injury to any member of your party or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Groups

We do not normally accept groups so please check with us before you book for parties of four people or more. In consideration of our other guests we are unable to accommodate Stag and Hen parties.

Children

Horngarth Lodgings is adults only, so unfortunately we don't accept children under the age of 18 and in no case will any room accommodate more than two people.

Pets

Unfortunately we don't accept pets.

Bicycles

We do not have storage facilities for bicycles, and unfortunately we cannot accept the storage of bicycles in rooms, stairwells or corridors.

Accessibility

Horngarth Lodgings are only accessible via 2 or more flights of stairs. Unfortunately they are therefore not suitable for people with impaired or limited mobility.

Data

Any data collected during the course of this booking will be stored on our computer. With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

Horngarth Lodgings

5 Skinner Street
Whitby
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Contact:

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Dated: 27th May 2021