

TERMS AND CONDITIONS

BOOKINGS

We have a minimum night stay of 2 nights (unless special offer)

To make a booking please do so from our online secure website, or you can ring, email us and we will be happy to help.

We do not take any deposit, the full balance is due 14 days prior to your stay.

We accept all major credit / debit cards.

We do not take bookings from single sex non-family groups of more than two people, without prior consent. (If this is ignored we reserve the right to cancel a booking or refuse access with no refund) We are letting this apartment as a holiday let, with the start date and number of days of the let clearly stated on our confirmation email.

Once you have made your booking, a legally binding contract exists between us, you may still remain liable to pay in full or in part for the booking, even if you are unable to take the holiday. Even where you have not paid in full at the time of cancellation, you may remain liable for the full cost. Whilst every care is taken to ensure the accuracy of our advertising, in addition to providing the facilities offered, we cannot be held liable should there be any changes or alterations that result in unavailability of those facilities for whatever reason.

CANCELLATION POLICY

If you need to cancel your booking, please inform us as soon as possible.

We offer free cancellation, upto 14 days prior to your stay, if it is within 14 days of your arrival then the full amount will be due, we strongly recommend you take out cancellation insurance.

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

PRICES

Your booking includes VAT, Wi-Fi, all bedding, towels, robes, complimentary toiletries and a welcome basket. There are no hidden extras, we can arrange for extra chargeable treats such as Flowers, Champagne, Chocolates on request

TIME OF ARRIVAL AND DEPARTURE

Normal check in is after 2.30pm, however, if you are planning to arrive earlier, please let us know and we will try to accommodate you. Check out on departure day is 10.30am, again please ask if you wish to have a later check out. Please do try to leave the accommodation as clean as possible as other guests may be arriving that day. We reserve the right to charge for any excessive cleaning required.

KEYS

Entry to the building is via a keypad, we will forward a code to gain entrance nearer to your stay, as you walk in you will see the key cupboards, again a code will be supplied to enable you to get your key to your apartment, after that your key will open your apartment, the entrance door and the door to the bike storage and bins. All keys have to be returned, unreturned and lost keys can be charged at £50.

OCCUPANCY & USE

Use of the property and facilities are restricted to those named without prior agreement from the owners. Under no circumstances may occupancy exceed the maximum amount stated in the website or number of persons named, unless by prior agreement.

The owner, at their absolute discretion reserve the right to refuse or revoke, without refund, any bookings from parties that may, in their opinion, be unsuitable for the property concerned. We do reserve the right to evict any guest who are disruptive, abusive or cause loud noise or disturbance and damage to the apartment. CCTV is in operation at all times

TRAVEL COTS / HIGH CHAIRS/BED GUARDS

These can be provided free of charge on a first come first served basis. Please advise at time of booking

PETS

Pets are not permitted in any of our properties.

SMOKING

St Georges Keep is strictly non smoking and if there are signs of smoking, we can make a charge upto £50 for cleaning

SAFETY

Fire Escape plans are located behind the entrance door to your apartment. Please note that the owner should be notified at the time of booking if any guests have mobility restrictions to enable specific instructions to be provided.

It is the parent or guardian responsibility to supervise and good conduct of children at all times whilst on the property - the owners do not accept any responsibility resulting from failure to do this. Use of the facilities provided are entirely at your own risk.

HIRERS RESPONSIBILITY

The hirer is responsible and expected to take all reasonable care of the property. At the end of your stay all equipment, oven, utensils etc together with the property are to be left clean and tidy.

The hirer, by agreeing to these terms and conditions certifies that he/she is over 18 years of age and authorised to agree to the terms and conditions on behalf of all members of his/her party.

We cannot be held liable for accidents to guests or loss or damage to their property, we recommend you take travel Insurance or extend your home insurance to cover items away from home.

DATA PRIVACY

We may use your reviews on other websites, such as Tripadvisor, Visit York and our own website. We would not use your full name or identity. If you do not wish us to do so, please let us know. Contact data is stored on a third party computer for all online bookings. No financial or card data is stored on any computer with the exception of the online card payments processed via Booking.com, AirBNB. These companies as well as Saint Georges Keep are all compliant with the annual PCI DSS Compliance regulations check.

PRIVACY POLICY

This privacy policy sets out how Saint Georges Keep uses and protects any information that you give us when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement and with the delivery of our service to you.

What information do we hold?

When bookings via our website or over the phone are made, personal details we hold for you are your name, postal address, email address, landline and/or mobile number.

This information enables us to respond to your queries, process payments, and provide excellent customer service with your specific choices made to make your stay with us perfect. This information is not used other than by ourselves to ensure we offer you the best service possible.

These details are kept on a database held at third party suppliers, NVG Guestlink, Booking.com and Airbnb who have a legal duty to secure and comply with all European Laws including GDPR for the security and safety of your data.

If the online card payment option is used, the third party, Booking.com, AirBNB and NVG Guestlink is responsible for the security of this data. They must comply with all European and Worldwide Laws regarding the security of card data.

GDPR Data Protection 2018

No mailings will be made to any email addresses.

To keep up to date with offers, news and late availability, we ask that you choose to follow us on social media via Facebook and Twitter.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Covid NHS Track and Trace - We retain the lead name of the guest and the number of people in the group, along with contact telephone number and date of your stay for a period of 21 days. We are required to keep the data for 21 days. It is GDPR compliant because we are only gathering it to assist in Track and Trace are not using it for any other purpose. We destroy this after the 21 day period.