

MINSTER VIEW APARTMENTS
TALBOT COURT, LOW PETERGATE, YORK YO1 7HZ
Terms & Conditions

Right of Tenure:

You agree that under the terms of your booking, your occupation is not an assured tenancy. You are entitled to occupy the apartment for holiday use only for the booking period only. You will not have security of tenure under the terms of the Housing Act 1988 pursuant to which the occupation shall be deemed to be by way of an excluded tenancy.

Booking & Payment:

Bookings can be made via the website, by e-mail or telephone. A 40% deposit is required at the time of booking with the balance due 30 days prior to your arrival. Bookings are provisional until a deposit or full payment has been made. Bookings made less than 30 days of the arrival date will require full payment at time of booking. Late payment may result in cancellation as per conditions set out below. Payment may be made by direct bank transfer ('BACS') or PayPal.

Cancellation Policy:

In the event of you cancelling your stay within 29 days of the arrival date, we will make every effort to re-sell the dates of your booking. We will refund the cost of the accommodation less the published price of any days left vacant. If all days booked remain vacant, then we will charge 100% cancellation fee against payments already received. We strongly recommend that you take out Holiday Insurance to cover you for any cancellation charges you may be liable for. In the unlikely event that the owners of Minster View Apartments should need to cancel your stay, we will refund, in full, the cost already paid for your stay and put forward alternative dates.

Damages & Breakages:

We appreciate that whilst accidents do happen we will reserve the right to charge for any major breakages, damage or unreasonable cleaning costs. Although minor breakages are not usually chargeable we would expect the hirer to replace any broken or damaged items and to report any breakages or damage before departure. We normally ask for a £100 security deposit when you make the booking and will refund this in full after you have checked out, provided everything is in order. We would ask that you leave the apartment in the condition you find it on arrival.

Car Parking:

The apartment is located only yards from York Minster, within the city walls where restricted traffic measures are in place. We can provide secure parking which is free of charge to guests but is subject to a £100 deposit at the time of booking. We will provide you with a parking permit and car park padlock key during your stay. If you choose to use this parking facility then it is entirely at your own risk. The deposit is fully refundable on the safe return of the car park key and parking permit on check-out. Alternatively, there are a number of public car parks, which cost in the region of £15.00 per 24 hour period. If you prefer to use a public car park at your own expense, we can provide details at the time of booking.

Keys and access to the apartment:

By train

On arrival, you will be met at the entrance to the secure gated courtyard located on Low Petergate.

By car

You will be met outside the gates to our parking facility on St Saviourgate. Postcode for Sat Nav YO1 8NQ.

We will then take you to the apartment and show you around and give you your keys.

Wi-Fi:

Free Wi-Fi is available in the apartment for use with your own wireless devices/computer equipment.

Checking-in and checking-out:

Our normal check-in time is from 2pm on the day of arrival and check-out is by 11am on the day of departure. We can offer evening check-ins at a small supplement by prior arrangement.

Occupancy:

Only the guests declared in the booking confirmation are allowed to stay in the apartment. If you are expecting overnight visitors, you must inform us before you invite them to stay over. You and your party must not exceed at any time the number of sleeping places in the apartment. We reserve the right to refuse access to people who are not members of your party. The apartment will sleep four but is only suitable for a maximum of three adults. Advance notice is required if the sofa bed in the lounge is to be used, in order that bed linen can be prepared for your arrival. Should you wish to use the sofa bed during your stay then a small supplement of £30 will be added to your bill at the time of booking. No Stag or Hen parties are permitted. The apartment is not suitable for toddlers.

Personal belongings:

Please ensure your personal belongings are covered by insurance. We cannot accept any liability for theft or loss of personal belongings during your stay.

Inclusions:

The cost of the apartment includes all bedding, linen, towels, electricity, water and Wi-Fi. A steam iron, ironing board and hair dryer are available in the apartment. There is a supply of books, DVDs and games in the apartment for you to use during your stay. A complimentary welcome pack is provided which includes continental breakfast ingredients for your first morning. Tea, coffee, milk & sugar are available for your enjoyment.

Privacy:

Your privacy is critical to us. We respect your privacy and comply with the General Data Protection Regulation with regard to your personal information.

These Terms and Conditions should be read alongside, and are in addition to our privacy policy.

For the purposes of these Terms and Conditions:

- a. 'Data Protection Laws' means any applicable law relating to the processing of Personal Data, including, but not limited to the Directive 95/46/EC (Data Protection Directive) or the GDPR.
- b. 'GDPR' means the General Data Protection Regulation (EU) 2016/679.
- c. 'Data Controller', 'Personal Data' and 'Processing' shall have the same meaning as in the GDPR.

We are a Data Controller of the Personal Data we process in providing holiday accommodation to you.

Where you supply Personal Data to us so we can provide services and we process that Personal Data in the course of providing services to you, we will comply with our obligations imposed by the Data Protection Laws:

- d. before or at the time of collecting Personal Data, we will identify the purposes for which information is being collected;
- e. we will only Process Personal Data for the purposes identified;
- f. we will respect your rights in relation to your Personal Data; and
- g. we will implement technical and organisational measures to ensure your Personal Data is secure.

For any enquiries or complaints regarding data privacy, you can contact the Data Controller at the following e-mail address: data@minsterviewapartments.com

Smoking:

The apartment and all communal areas are strictly NON SMOKING

Pets:

Pets are not permitted.

Neighbours:

Please note that all other apartments within Talbot Court are residential so we kindly ask that you respect your neighbours by keeping noise to an absolute minimum. You must not become a nuisance or cause annoyance to other occupants of Talbot Court during your stay.

Special Occasions:

If required, we can organise to have champagne, chocolates and flowers in the apartment for your arrival. The cost of these items is the responsibility of our guests and must be notified to us at the time of booking.