

BOOKINGS

We take bookings for minimum 2 nights or more (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. A 20% deposit will be taken at the time of booking with the balance due 8 weeks before arrival. If booking within 8 weeks, the full amount is required at the time of booking.

We accept all major credit / debit cards. (2% charge applies to credit card payments)

We do not take bookings from single sex non-family groups of more than two people.
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.

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.

Once you have made your booking and we have received the required deposit, a legally binding contract exists between us that is non cancellable and non refundable except in exceptional circumstances. 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.

PERSONAL INFORMATION

All information about you of a sensitive or personal nature will be treated as private and confidential. We may however, use your information to occasionally send you up to date information and offers. If you do not wish us to do so, please let us know.

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.

OCCUPANCY & USE

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

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.

CANCELLATION POLICY

If you need to cancel your booking, please inform us asap.

If it is more than 8 weeks of your arrival date, we will refund your money minus the deposit. If it is less than 8 weeks we

will make every effort to re-let the accommodation. We will refund the cost of any accommodation re-let minus the deposit. However, if we are unable to re-let then your payment is regrettably non refundable.

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.

REVIEWS

We may use your reviews on other websites, such as Tripadvisor, Visit York and our own website. If you do not wish us to do so, please let us know.

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.

CAR PARKING

Public Parking is available - 2 minutes walk away - Castle
5 minutes walk away St Georges Field
10 minutes NCP - Piccadily

SMOKING

St Georges Keep is strictly non smoking.

POST

Please note there is no facility to accept post to St Georges Keep, Clifford Street

PETS

Pets are not permitted in any of our properties.

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

KEYS

Entry to the building is via a keypad, we will forward a code to gain entrance nearer to your stay, then 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 will be charged at £50.

APARTMENTS

Your booking includes all bedding, towels, robes, toiletries and a welcome basket.

WIFI is available free in all of the properties.

We do expect our guests to leave the accommodation as they found it. We reserve the right to charge for any excessive cleaning required.

If for any reason of your negligence, you have to call out ourselves, we reserve the right to charge a £50 call out fee.

EXTRA TOUCHES

In order to make your stay as enjoyable as possible, we can arrange for wine, flowers, champagne, chocolates etc on request. Please call for charges.

Saint Georges Keep reserves the right to alter its published rates, Terms and Conditions if necessary, without notice.

We hope you will have a pleasant stay in York