

High Mill Covid Terms and conditions.

In this difficult time of Covid 19 restrictions changing almost daily, we have changed our terms and conditions to the following.

1. When booking, we have reduced our normal 30% to 20% of the total charge is now payable as a deposit, receipt of which will confirm the booking. Payment of the deposit means you and all members of your party agree to our terms and conditions.
2. Balance payment has been reduced from 8 weeks to 4 weeks. Balance becomes payable 4 weeks before arrival date.
3. Bookings made within 4 weeks of arrival date must be accompanied by full payment.
4. Cancellations: (You are strongly advised to take out holiday cancellation insurance.)
 - a. In the event of cancellation, please telephone or email immediately, when every effort will be made to re-let. If house is re-let you will receive a refund less 10% handling fee of the total price of the holiday.
 - b. If the government put either of us back into lockdown, all money will be refunded minus 10% of money paid. (You will be asked for proof of local lockdowns)
 - c. Bookings moved to the following year (Limes and No16 only) will incur a 10% handling fee of the total price of the holiday.
 - d. If either Mike or Cheryl contract Covid 19 or we have to shut for a deep clean, all money paid to High Mill will be refunded. We will give you as much notice as possible, if this is the case. Travel, trips and other expenses are not included in this refund.
5. The number of people occupying the house MUST NOT EXCEED those booked. The proprietors must be made aware of any change to the composition of your party, in writing, prior to your arrival. High Mill reserve the right to refuse entry to the entire party if this condition is not observed
6. Bookings are from 3.30pm on the day of arrival to 10.00am on the day of departure. On departure please leave the property clean and tidy and in a similar condition as you found it on arrival.
7. The house is strictly `NO SMOKING`. This includes leaning out of a door or window to smoke.
8. Customer`s pets, or those of any visitors, are not permitted on the premises.
9. It is your responsibility to supervise children at all times when in garden area. This is due to the proximity of a working steam railway and the mill leat.
10. We can accept no liability for any accident, injury, loss or damage sustained by any resident, their accompanying friends and family, visitor`s vehicles or personal effects, however caused.
11. We ask that proper care is taken of the property. Accidental damage or breakages of a minor nature will not normally be charged but the occupier will be liable for any damage over £10.
12. There must be no burning of candles inside the property.
13. When you book online you will receive an automatic booking summary via email. However, no contract between us will arise until High Mill Pickering confirms the booking.
14. During this Covid 19 pandemic you agree to follow all government guidelines that apply to your holiday. Social distancing. Number of people in your family bubble, and number of bubbles allowed in holiday cottages.
15. In the unlikely event you feel unwell with Covid 19 symptoms during your stay, please contact Cheryl or Mike, immediately self-isolate to minimise any risk of transmission, and book a Covid test.
16. If you are confirmed to have Covid-19, you should return home if you reasonably can. If you cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), your circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow [government guidance](#) on dealing with possible or confirmed coronavirus (COVID-19) infection.
17. In the unlikely event that you should end up staying you will be liable to pay for all affected bookings as a result of your extended stay. (That covers other cancellations where other guests leave because of the presence of a COVID sufferer onsite).

