

FURTHER INFORMATION

Arrivals

You are asked to arrive as far as possible between the hours of 4.00pm and 5.00pm so that you can be welcomed and so that we can give you any necessary information to make your stay more enjoyable.

Departures

You are asked to leave the lodge by 10.00am on the day of your departure so that we can prepare the lodge for the next guests.

Families and children

Our lodges are suitable for children under normal supervision, but please note that children's beds are arranged as bunks (the top level of which has a normal barrier) and there is a high level play area. If that is not suitable for you please let us know before booking.

Health and safety

Fire emergency procedures and equipment are provided in each lodge and will be explained in person as soon as possible on arrival.

There is a first aid kit in Lodges Reception for the use of Visitors. This includes a basic range of dry dressings. It is recommended that visitors bring their own medical supplies and preparations.

Details of emergency medical contacts are provided in each lodge. Mobile reception is not always available at each lodge. Please contact the monastery or farm house in an emergency only. The lodges ansa-phone is checked regularly 01347 868931.

Please contact a member of staff and let us know of any injuries sustained on site for the accident log.

We are aiming to improve the accessibility of some of our lodges and the information available about facilities for disabled visitors. However, it is important to note that the lodges occupy a sloping site, which can be steep in places, and which is made up of grass banks, with loose shale pathways which would not be suitable for wheelchairs. There are steps up from the paths to give access to the lodges.

Accessible for occasional wheelchair users and/or ambulant disabled people – York lodge may be used by accompanied wheelchair users who can stand to transfer independently or may not require their wheelchair all of the time. There is level access to all key areas including bedroom, bath/shower room, kitchen and living room.

Services

- Electricity and heating is included in our prices
- As an environmentally aware organisation and with rising costs in fuel prices, your thoughtful use of energy will be appreciated
- The cost of linen provision is included in the rental price of our lodges
- This will include pillowcases, bottom sheet and duvet cover, one bath and one hand towel per person, a bathmat, an oven cloth, a tea towel. A hand towel will be provided in the kitchen.
- Our lodges have car parking space/s close-by but for some lodges you may need to carry your luggage a short distance
- Several lodges have steep or irregular steps or footpaths to the front door which have been retained as an essential part of the character of the site.
- In the countryside, farming and other local ways of life may begin early in the morning and continue late into the evening. It is part of the rural economy and our countryside, so please be understanding.
- Breakages etc
Accidents do happen to the most careful guests – from breaking a plate to spilling a glass of red wine on the carpet. We ask you to report any damages and we would expect you to pay for the making good of any damage or to replace any item which has been damaged or broken
- Well behaved dogs are permitted providing prior notice has been given at the time of booking but on no account should dogs be left unattended in a lodge.
- Dogs should be kept on a lead on site at all times
- Data protection: we pledge to keep the personal information on booking forms securely and for only as long as necessary. Under no circumstances will this data be shared for advertising purposes or with inappropriate third parties.

CRIEF LODGES: TERMS AND CONDITIONS

In these terms and conditions the following terms have the following meanings :

“Lodge” shall mean the holiday lodge agreed in writing between Crief Trading Ltd and the Visitor.

“Agreement” means the agreement between Crief Trading Ltd and the Visitor for the holiday rental of the Lodge on these Terms and Conditions.

“the Company” means Crief Trading Limited registered number 5346466 which manages Crief Farm lodges which are owned by Stanbrook Abbey and which has its registered office at Stanbrook Abbey, Wass, Yorkshire, YO61 4AY.

“Stanbrook Abbey” means the Benedictine monastery of Our Lady of Consolation Wass Yorkshire YO61 4AY and the trustees of The Conventus of Our Lady of Consolation (a registered charity number 1092065).

“Visitor” means the person named in the confirmation invoice.

These Terms and Conditions are displayed on the website and in the lodge information packs. The making of a booking (unless cancelled within 7 working days of receipt of the confirmation) will form an agreement on these Terms and Conditions between the Visitor and Crief Lodges for the holiday rental of the lodge(s).

1. The Visitor is permitted to occupy the Lodge for the holiday period shown in the confirmation invoice together with the use of its contents.

2. The Visitor will be responsible for all payments and for any damage caused by anybody in his party to the Lodge or to its contents or any other property of the Company or the Abbey or any other visitor

3. For bookings made 6 weeks or more in advance the booking for the holiday will be effective when the stipulated deposit has been received by the Company. Up to that time it will be a provisional booking which are held for a maximum of 7 working days. The full balance will be payable not later than 6 weeks before the holiday begins. For bookings made for a holiday less than 6 weeks away full payment must be made at the time of booking.

4.

5. Occupation must be limited to the maximum number of persons for the Lodge as stated by the Company in the available beds and no tents, caravans or campervans are allowed. Any over-occupancy will be considered to be a serious breach of these Terms and Conditions and can result in a requirement to vacate the Lodge immediately with no refund of monies due.

6. Dogs are permitted (if notice has been given to the Company prior to booking) Dogs must be well trained and not allowed onto the furniture or in the bedrooms. On no account may dogs be left unattended in a lodge. They should be kept on a lead on site at all times. No other pets can be accepted.

7. The Visitor and his or her party must comply with any reasonable regulations relating to the Lodge and the Site of which the Visitor has written notice or as notified in person by a duly authorised person on behalf of the Company or Abbey. Such regulations will be found in the Welcome folder provided at the time of arrival or on notice boards on the Site. Typical examples would be in relation to parking, waste disposal, noise, recycling etc.

8. Smoking is not permitted in the Lodge or in any other building on the Site and the Visitor and any member of his or her party agrees not to smoke in the Lodge or any other such building

9. Crief Lodges are in a rural area and any action by the Visitor and his or her party that interrupts or endangers the livelihood of others authorised to use the surrounding land will constitute a breach of the Agreement by the Visitor.

10. Neither the Company nor the Abbey will be liable for any loss of property or any other loss or damage caused by it or them or its or their agents or contractors.

11. It is recommended that Visitors hold personal insurance for accidental damage and personal liability.

12. The Visitor agrees to keep and leave the Accommodation and its contents in the same state of repair and condition, and in a clean and tidy state as at the commencement of the booking period (reasonable wear and tear excepted).

13. The Visitor must allow the Company or the Abbey and/or its or their agents to enter the Lodge to inspect the state of it or to carry out essential repairs or maintenance, on reasonable notice, except in emergency when immediate access must be granted.

14. This Agreement is personal to the Visitor and he or she must not use the Lodge or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the Abbey or to any neighbours and the Lodge shall be used for holiday purposes only.

15. The use of candles or fireworks by the Visitor or his or her party at the Lodge or elsewhere on the Site is not permitted. Barbecues are permitted in the designated areas. It is the Visitor's responsibility to leave the barbecue area clean.

16. If on arrival at the Lodge you discover that anything is missing or damaged then this must be reported as soon as possible, otherwise it will be presumed that the damage/loss was caused by the Visitor.

17. Water Supply Responsibility cannot be accepted for a shortage of water at the Lodge where this is as a result of a drought, an act or omission of the relevant water services company or for any other reason outside of the Company's or Abbey's reasonable control.

18. If the Site becomes inaccessible due to bad weather the Company will take reasonable steps to inform the Visitor and to offer an alternative time for a holiday. However this obligation does not extend to weather related conditions that affect public roads railways or other means of transport

19. Comments/Complaints

- Every reasonable care will be taken to ensure that the lodges are presented to visitors to a high standard. Should the Visitor find on arrival that there is a problem, or cause for complaint, the Visitor should immediately contact the Company. Reasonable steps will then be taken to assist the Visitor.
- Any written notice or communication regarding the booking or regarding any unresolved complaint should be made in writing to the Company within 28 days of return from holiday, addressed to:

Crief Trading Ltd, Lodges Department

Stanbrook Abbey
Wass
YORK
YO61 4AY

Positive feedback and suggestions are also welcome.