



The Booking and agreement contract is solely between Haute Monde Homes Limited (Hotel) and the named guest (Guests) for the reservation. The individual property owner(s) take no responsibility for any liability under any circumstances. By booking the property the Guests accept this and these that being all policies, terms and conditions and contract of booking.

In Order to make your stay as pleasant as possible, the Management requests your co-operation in observing the following as an agreement between the guest and the hotel (hereinafter called 'Management') under which rooms are permitted to be used by the guest(s): -

#### 1. Tariff

1.1: The tariff is for the full property even if only one room is used; other services are available at extra cost such as laundry, dry cleaning and extra cleans by housekeeping staff. If extra services are required Guests must ask Hotel prior to booking.

1.1.1: If an extension of the property is issued an extra tariff charge will be applied.

#### 2. Settlement of Bills

2.1: Bills must be settled on day of bookings; personal cheques are not accepted.

#### 3. Check-in

3.1: If bookings are not done electronically. Please present your ID card, Passport or Temporary Residence Card upon Check-in. By Law visitors must present personal documents for Hotel records. These documents will be photographed or returned upon departure.

3.1.1: Check-in is available after 4pm.

3.1.2: Guests are prohibited to share any access codes for the security lock boxes, unless it's to provide access for emergency services, such as: Police, Fire and Ambulance.

3.2: Prior to check-in a form of photo government ID of the Guest along with a proof of address needs to be sent to Hotel. Note this must be the guest who is making the booking, payment and staying on our premises.

#### 4. Departure

4.1: Check out time is 10.00am please inform the reception if Guests wish to retain your room beyond this time. Extension will be given depending on the availability. If the room is available, an extra fee tariff will be charged, see section 1.

4.1.1: On failure of the Guest to evacuate the room on expiry or reasonable period, the management shall have the right to charge the Guests.

#### 5. Guest's Belongings

5.1: Guests are particularly requested to keep all doors and especially windows locked of the property especially when going out or going to bed.

5.1.1: Hotel will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property for any cause whatsoever including theft of pilferage.

#### 6. Hazardous Goods

6.1: Bringing goods and / or storing of raw or exposed cinema films, or any other article of a combustible or hazardous nature and / or prohibited goods and / or goods of objectionable nature is prohibited.

6.1.1: Guests shall be solely liable and responsible to the Hotel, its other guests, invitees' visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the Guests' own negligence and non-observance of any / instructions.

6.1.2: Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and pungent food are strictly prohibited on Hotel premises.

6.1.3: Items Including but not limited to motorbikes, bicycles, tyres including car parts, any painting equipment, dyes including hair dyes and clothes dyes, guns, gardening equipment, pottery equipment, commercial catering equipment are prohibited in the premises.

6.1.4: No business whatsoever can be run from the premises.

#### 7. Damage to Property

7.1: The Hotel requires a £250 refundable deposit for damages on the condition that the deposit will only be returned if the property is undamaged.

7.2: The Guest will be held responsible for any loss or damage to the Hotel property caused by themselves, their guests or any person for whom they are responsible.

7.2.1: A fine will be issued and or court action will be taken if necessary to recover damages caused by Guests.

7.3: Damage deposits are refundable but may not be refunded if damage to the building, interiors and exterior is found, please report any damages immediately to [hello@hautemondhomes.com](mailto:hello@hautemondhomes.com)

7.3.1: We aim to return the damage deposit within 5 working days on the condition there is no damage

7.3.2: If the damage amount exceeds the deposit, we will seek further funds from the main Guest on the reservation regardless to which Guest/ pet is at fault.

#### 8. Management's Rights

8.1: It is agreed that the Guest will conduct him/ herself in a respectable manner and will not cause any nuisance or annoyance within the Hotel premise.

#### 9. Relation between Management and Guest

9.1: Nothing herein above shall continue or be deemed to constitute, or create any tenancy or sub-tenancy, or any other right to interact in the Hotel premises or any part of portion thereof, in favour of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the Hotel premises.

#### 10. Government rules and regulations and application of laws



10.1: Guest are requested to observe, abide by confirm to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

#### 11. Photographs and Video's

11.1: Using photographs and video's taken in Hotels for commercial purposes is illegal. Those who do so will be subject to prosecution.

#### 12. No Events or Parties

12.1: Hotel enforces a NO ROOM PARTY POLICY to ensure we can protect the property and our Guests at all times. In the event of a disturbance, one warning will be given to reduce noise. If this warning is not followed, the Guest will forfeit all fees and must leave the Hotel immediately.

#### 13. Pets

13.1: Some Haute Monde Homes properties allow pets, please inform management in advance of stay if Guests desire to bring pets.

13.1.1: Guests must report any damage to us immediately.

13.1.2: Guests must clean up any fouling. It is an offence to not clean up after pets. A fine of £100 will be pursued against Guests.

13.1.3: We do not allow puppies or kittens; this is due to them not being house trained properly.

13.1.4: Pets must be over the age of 1 years and must be fully house trained.

13.1.5: Hotel and Home Owners take no liability for the welfare and safety of any pets during your stay.

13.1.6: It is the pet owners' responsibilities to keep a watchful eye and take care of their pets.

13.1.7: Any damage to but not limited to, furnishing, towels, beds, bedding, or décor is chargeable and will be recovered.

#### 14. Non-Guests

14.1: Inviting strangers, other non-paying guests into the Hotel rooms, to use the facilities and or amenities is prohibited.

15: THE MANAGEMENT RESERVES TO ITSELF THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES.

16: Guests must not smoke indoors.

17: Please ensure all windows are closed when leaving the property.

18: We are unable to give patio and French door keys due to our security & safety policies.

18.1: Any lost keys or no return of keys will result in lock smith charges.

19: CCTV outside is in operation 24/7

20: Guests are responsible for bin collections whilst staying at the property. The dates for collections should be noted at:

20.1: Leeds

20.1.1: <https://www.leeds.gov.uk/residents/bins-and-recycling/check-your-bin-day>

20.1.3: Harrogate

20.1.4: <https://www.harrogate.gov.uk/bins-recycling-waste>

#### 22: HAUTE MONDE HOMES

22.1: Please remember to close and lock windows and doors when going to sleep.

22.1.2: We take no liability for your health and safety or well-being or personal belongings during your stay.

22.2: Do not flush anything other than toilet paper down the toilets this includes but not limited to baby wipes, sanitary wipes, makeup pads, cotton wool-buds.

22.3: Please do not leave the showers running for long periods as this could result in over flooding or over steaming.

22.4: Please report any damages during your stay to [hello@hautemondhomes.com](mailto:hello@hautemondhomes.com)

#### 23. Security Cameras

23.1: Guests should never tamper with or turn off any type of security camera.

23.1.1: Damages, disconnection or tampering could result in charges.

23.1.2: Any security cameras are located on the outside of the property; they are not indoors.

#### 23: Parking

23.1: If the residence is located in a town or city there will be one guest parking permit provided by Hotel upon arrival.

23.1.1: If there is a pebbled area on the driveway at any property do not park on it.

23.2: If the residence is in a residential area there will be free parking around the property that Guests can use.

24: GUESTS ARE NOT PERMITTED TO ACCESS THE LETTERBOX, GARAGE OR ANY BASEMENTS.

25: Books, Magazines and toys are property of Hotel removal of these objects is theft.

26: Fireplace is non active due to open fire health and safety requirements.



27: Guests must report any flooding/flash flooding immediately to manager Jade.

#### 28: Bunk Beds

28.1: You are responsible for your own health and safety when using bunk beds or sleeping at height, this includes entering or exiting the beds. Haute Monde Homes Ltd and the homeowners do not accept any liability when using them.

28.2: Children are not to use beds or bunk beds to play on.

28.2.1: Parents/and or guardians should do their own risk assessment to whether the children under their care while staying in our properties should use bunk beds.

#### 29: BBQ & Firepit

29.1: The BBQ is to not be used near any wood or fencing due to the high risk of fires.

29.2: Adults must make sure they watch the BBQ and or Firepit while it is in use at all times.

29.3: Any garden furniture should not be moved close to or anywhere near either the BBQ/Firepit, this is due to a fire risk.

29.4: Adults must watch pets and children around the BBQ/Firepit at all times when in action.

#### 30: Kitchenware

30.1: Any kitchenware provided is owned by Haute Monde Homes and the Homeowner, removing anything of the sort will be classed as theft and fines will be given.

30.2: Damages such as smashed plates, broken glasses etc must be reported to the manager.

30.3: Products like Dish-washing tablets, washing powder, kitchen roll is not guaranteed. These types of products should be bought upon the Guests own accord.

#### 31: Electrics

31.1: All Guests need to be aware of all electrics both indoor and outdoor of the property Hotel and the Homeowner do not accept any liability.

31.2: Adults should ensure all children are kept away from all electrics throughout the property both indoor and outdoor.

31.2.1: Electric appliances such as; exposed bulbs, these should not be touched with the bare hand, exposed wires outside should not be touched by any persons or animals/pets.

31.2.2: Damaged plugs or connectors should not be used and the Manager should be consulted, even if this item belongs to the Guests as it is a fire risk. This includes wires and cables that have been repaired.

31.2.3: You must check the health and safety of pets and children to ensure there is no way they could be harmed by appliances.

31.3.4: If a fault with the electrics arises Guests should not try and resolve the matter themselves. The matter must be reported. If there is an emergency with the electrics that poses an immediate threat to Guests, Guests must call manager Jade on 01423391558.

31.2.5: Visible wires should not be touched

31.2.6: Any appliance that is overheating or that has left burn marks must be reported immediately by Guests.

31.3: Hotel and the homeowner do not accept any liability.

#### 32: Gas

32.1: All guests need to be aware of all gas appliances both indoor and outdoor of the property Hotel and the Homeowner do not accept any liability.

32.2: Adults should ensure all children are kept away from all gas appliances throughout the property both indoor and outdoor.

32.3: Gas appliances should not be abused and used in an incorrect manner.

32.3.1: If a fault with the gas arises Guests should not try and resolve the matter themselves. The matter must be reported. If there is an emergency with the gas that poses an immediate threat to Guests, Guests must call manager Jade on 01423391558

32.4: Hotel and the homeowner do not accept any liability.

#### 33: COSY SPA HOT TUB GUIDANCE AND RULES HAUTE MONDE HOMES

33.1: Please Note the Hot tub is only available from 1 March – 30th September annually, this is due to the hot tub being unable to keep warm throughout the winter months.

33.2: The property owner along with Hotel takes no liability under any circumstances for your health and safety, accidents and guests wellbeing, when using the hot tub.

33.2.1: Do not use the hot tub unless you understand and comply with this liability clause. We take no liability for infants, children or pets' safety and well-being. Hot tub to be used at your own risk and must be in compliance with the following rules.

33.3: INFANTS, CHILDREN AND PETS ARE NOT ALLOWED IN THIS AREA OR IN THE HOT TUB DUE TO RISK OF DROWNING AND OR ELECTRIC SHOCK RISKS.

33.4: Guests must comply with following steps before, during and after using the hot tub.

33.4.1: SHOWER WITH SOAP AND WATER BEFORE USE OF THE HOT TUB

33.4.2: NO INFANTS, CHILDREN OR PETS ALLOWED IN THE HOT TUB

33.4.3: NO INFLATABLE ITEMS IN THE HOT TUB

33.4.4: NO ALCOHOL TO BE USED OR CONSUMED WHILST IN THE HOT TUB

33.4.5: GLASS CUPS ARE NOT TO BE USED IN THE HOT TUB PLASTIC KITCHENWARE ONLY

33.4.6: NO FAKE TANNING OR LOTIONS ON SKIN BEFORE USING THE HOT TUB

33.4.7: WIPE FEET BEFORE ENTERING THE HOT TUB

33.4.8: CAUTION FLOOR SLIPPERY WHEN WET

33.4.9: ELECTRIC SHOCK RISK

33.4.10: RISK OF DEATH

33.4.11: DANGER BURIED CABLES

33.4.12: SENIOR ADULTS MUST CONSULT WITH A DOCTOR BEFORE USE OF THE HOT TUB

33.4.13: ANYONE WITH HEART DISEASE DIABETES HIGH OR LOW BLOOD PRESSURE OR ANY SERIOUS ILLNESS MUST CONSULT WITH A DOCTOR BEFORE USING THE HOT TUB



- 33.4.14: ENTER AND EXIT THE HOT TUB SLOW
- 33.4.15: PREGNANT WOMEN MUST CONSULT WITH A DOCTOR BEFORE USE OF THE HOT TUB
- 33.4.16: PLEASE DO NOT SIT ON THE HOT TUB OR SIT OR LIE ON THE SPA COVER
- 33.4.17: PLEASE REPLACE SPA COVER AFTER USING THE HOT TUB TO KEEP HEATED
- 33.4.18: LIMIT YOUR SOAK TO 15 MINUTES AND COOL OFF BEFORE RE ENTERING
- 33.4.19: NO JUMPING OR DIVING- THE HOT TUB IS NOT DEEP
- 33.4.20: IF YOU HAVE LONG HAIR, PLEASE TIE IT UP OR WEAR A SWIMMING CAP.
- 33.4.21: DO NOT PUT HEAD UNDERWATER, THIS IS DUE TO THE RISK OF FILTER SUCKING IN HAIR WHICH LEADS TO SERIOUS CONCEQUENCES SUCH AS DROWNING.
- 33.4.22: WARNING DO NOT USE THE HOT TUB WHILST UNDER THE INFLUENCE OF ALCOHOL, TRANQUILLISERS OR ANY OTHER DRUGS ESPECIALLY ONES THAT MAY CAUSE DROWSINESS OR THAT RAISE OR LOWER BLOOD PRESSURE.
- 33.4.23: DO NOT ENTER IF THE TEMPERATURE IS OVER 40C
- 33.4.24: RISK OF DROWNING
- 33.4.25: NO FOOD OR DRINK IN THE SPA
- 33.4.26: PLEASE USE NET TO CLEAN BEFORE AND AFTER USE
- 33.4.27: NO APPLIANCES SUCH AS PHONES, CHARGERS, CHARGER BLOCKS ETC SHOULD BE USED WHILE (GUESTS) ARE IN OR NEAR AN UNCOVERED HOT TUB, THIS COULD LEAD TO (GUESTS) BEING ELECTROCUTED.
- 33.5: THE PROPERTY OWNER, TRAVEL AGENT, BOOKING SITE, OR MANAGEMENT COMPANY OR ANY INDIVIDUAL EMPLOYED ACCEPTS NO RESPONSIBILITY OR ANY LIABILITY UNDER ANY CIRCUMSTANCE FOR ANY ACCIDENTS OR INJURY.
- 33.5.1: BY USING THE SPA YOU ARE ACCEPTING THESE CLAUSES AND RISKS AND TAKE FULL LIABILITY.
- 33.5.2: ANY DAMAGE CAUSED WILL BE CHARGED AND WE HOLD RIGHT TO PERSUE GUESTS PERSONALLY FOR MONEY WILL BE OWED DUE TO DAMAGE WHETHER THAT BEING ACCIDENTAL OR PURPOSELY CREATED DAMAGE BY NOT FOLLOWING THESE RULES.
- 33.6: ONLY GUESTS NAMED ON THE BOOKING RESERVATION HAVE PERMISSION TO USE THE HOT TUB AT ANY TIME.
- 33.7: NO DEFECATING IN THE HOT TUB.

#### 34: Heeled shoes/boots.

34.1: Guests must note that heeled shoes can mark and dent flooring. Heels should be removed. If marks and dents are found on inspection after checkout Hotel will be within its rights to pass costs of repair damage to Guest.

#### 35: Driveway Gates

35.1: Driveway gates should be opened fully when entering and exiting the property. Hotel and Homeowner take no responsibility for any damage to vehicles while entering and exiting the property.

35.1.1: Damage to the entrance, gates or fencing will be chargeable.

#### 36: Your Responsibilities and Assumption of Risk.

##### 36.1: Your Responsibilities.

36.1.1: You are responsible and liable for your own acts and omissions and are also responsible for the acts and omissions of anyone you invite to join or provide access to any Accommodation, Experience or other Service. For example, this means: (i) you are responsible for leaving an Accommodation (and related personal property) in the condition it was in when you arrived, and (ii) you must act with integrity, treat others with respect, and comply with applicable laws at all times. If you are booking for an additional guest who is a minor or if you bring a minor to a Service, you must be legally authorized to act on behalf of the minor and you are solely responsible for the supervision of that minor and this includes pets.

##### 37: Your Assumption of Risk.

37.1: You acknowledge that many activities carry inherent risks and agree that, to the maximum extent permitted by applicable law, you assume the entire risk arising out of your access to and use of the Airbnb Platform and any Content, including your stay at any Accommodation, participation in any Experience, use of any other Service, or any other interaction you have with others whether in person or online. This means it is your responsibility to investigate a property or service to determine whether it is suitable for you. For example, Service may carry risk of illness, bodily injury, disability, or death, and you freely and wilfully assume those risks by choosing to participate in those Services.

#### 38: Reviews.

38.1: Your Review must be accurate and may not contain any discriminatory, offensive, defamatory, or other language that violates our Content Policy or Review Policy. Reviews must be accurate and be correct and not misleading.

#### 39: Content.

39.1: You are solely responsible for all Content that you provide and warrant that you either own it or are authorized to grant Hotel the rights described in these Terms. You are responsible and liable if any of your Content violates or infringes the intellectual property or privacy rights of any third party. Content must comply with our Content Policy, which prohibit, among other things, discriminatory, obscene, harassing, deceptive, violent, and illegal content. You agree that Hotel may make available services or automated tools to translate Content and that your Content may be translated using such services or tools. Hotel does not guarantee the accuracy or quality of translations and Guests are responsible for confirming the accuracy of such translations.

#### 40: Fees.

40.1: Depending on the platform you book on, service charges and applicable tax may be applicable. Please note service fees/extra taxes are non-refundable. Booking platforms do reserve the right to change service fees at any time. Members will be notified of this before the new charge comes



effective. Fee changes will not affect bookings made prior to the effective date of the fee change. Please note if you do disagree with service fees, the booking made through that platform will be terminated.

40.2: If you book direct through Haute Monde Homes Ltd no service charge or extra taxes will be applied.

#### 41: Rules.

41.1: You must follow these rules and must not help or induce others to break or circumvent these rules.

41.1.1: Act with integrity and treat others with respect

41.1.2: Do not lie, misrepresent something or someone, or pretend to be someone else.

41.1.3: Be polite and respectful when you communicate or interact with others.

41.1.4: Do not discriminate against or harass others.

41.1.5: Do not use bots, crawlers, scrapers, or other automated means to access or collect data or other content from or otherwise interact with platforms.

41.1.6: Do not hack, avoid, remove, impair, or otherwise attempt to circumvent any security or technological measure used to protect the platforms.

41.1.7: Do not decipher, decompile, disassemble, or reverse engineer any of the software or hardware used to provide the platforms

41.1.8: Do not take any action that could damage or adversely affect the performance or proper functioning of the platforms.

41.1.9: Only use the platforms as authorized by these Terms or another agreement with us

41.1.10: You may only use another Member's personal information as necessary to facilitate a transaction using the platforms as authorized by these Terms.

41.1.11: Do not use the Platforms, our messaging tools, or Members' personal information to send commercial messages without the recipient's express consent.

41.1.12: You may use Content made available through the platforms solely as necessary to enable your use of the Platforms as a Guest or Host.

41.1.13: Do not use Content unless you have permission from the Content owner or the use is authorized by us in these Terms or another agreement you have with us.

41.1.14: Do not engage in any practices that are intended to manipulate our search algorithm.

41.1.15: Do not book Host Services unless you are actually using the Host Services.

41.1.16: Honor your legal obligations

41.1.17: Understand and follow the laws that apply to you, including privacy, data protection, and export laws.

41.1.18: If you provide us with someone else's personal information, you: (i) must do so in compliance with applicable law, (ii) must be authorized to do so, and (iii) authorize us to process that information under our Privacy Policy.

41.1.19: Read and follow our Terms, Policies and Standards.

41.1.20: Do not organize or facilitate unauthorized parties or events. You are responsible and liable for any party or event during your reservation that violates our rules for parties and events, as incorporated by reference herein.

41.1.21: Do not use the name, logo, branding, or trademarks of booking platforms or others without permission.

41.1.22: Do not use or register any domain name, social media handle, trade name, trademark, branding, logo, or other source identifier that may be confused with booking platforms branding.

41.1.23: Do not offer Host Services that violate the laws or agreements that apply to you.

41.1.24: Do not offer or solicit prostitution or participate in or facilitate human trafficking.

#### 42.Reviews.

42.1: Your Review must be accurate and may not contain any discriminatory, offensive, defamatory, or other language that causes offense.

#### 43. Limitations on Liability.

43.1: Neither Haute Monde Homes or any other personnel used to provide a service, will be liable for any incidental, special, exemplary or consequential damages, including lost profits, loss of data or loss of goodwill, service interruption, computer damage or system failure or the cost of substitute products or services, or for any damages for personal or bodily injury or emotional distress.

43.2: These limitations of liability and damages are fundamental elements of the agreement between you and Haute Monde Homes. If applicable law does not allow the limitations of liability set out in these Terms, the above limitations may not apply to you.

#### 43. COVID- 19

43.1: A Covid-19 questionnaire will be sent to Guests prior to their stay. Guests MUST complete this questionnaire and return it 24-48 hours before check in.

43.2: Guests MUST inform us immediately if you and or other guests are told to self-isolate and test positive whilst your reservation is in place.

43.2.1: Full price fees for additional nights apply if additional nights for reservations are required to be extended due to any self-isolation or illness.