

York House Hotel

Back Lane, Hawsker, Whitby, YO22 4LW

BOOKINGS

You will be asked to guarantee your booking with a debit or credit card. You will be asked for your 3-digit security code. We take MasterCard, Visa and Switch. Cheques are accepted when supported by a valid bankers' card. The opening times for Reservations are Monday – Friday 9am – 5pm Saturdays & Sundays (inc. Bank Holidays) 10am – 1pm. Calls may be recorded for training purposes. Reservations can be contacted on 01947 880314 And 01947 880354 or you can email: info@yorkhousecaravanpark.co.uk

WHAT HAPPENS IF YOU NEED TO CANCEL?

You can cancel your reservation by 2pm, 48 hours before your arrival date. Cancellations made after this date will be charged in full for the cost of your stay. This excludes Christmas and New Year breaks, 14 and 7 day advanced bookings.

RATES

All the rates quoted on www.york-house-hotel.co.uk or at the time of your call are based on you and a partner sharing a standard twin or double room, unless otherwise stated. York House Hotel operates a Best Available Rate of the day policy which you will have been quoted unless you have booked on an alternative promotional package. All The rates include service and VAT at the current rate.

The brochure rates include either bed or breakfast or bed, breakfast and a three course table d'hôte meal unless otherwise mentioned. Any extras taken at the hotel, such as lunch or drinks will be added to your bill and can be settled when you leave. When you arrive at the hotel, you will be asked for a credit card or cash as a guarantee to cover any extras or non payment.

STAYING ON YOUR OWN?

If you stay in a double/twin room by yourself, or you upgrade to a Premium bedroom, or a deluxe room, then a supplement will apply as quoted on www.york-house-hotel.co.uk or when you call. If children are staying in your room, then a family room supplement may apply. This varies according to room type and should be asked about when you book.

PARKING THE CAR

Car parking is available when you arrive, subject to availability, if you find a car park is full, you will be given directions to the nearest alternative site.

FAMILY BREAKS

- Children aged 5 and under stay and eat free.
- Children aged 6-15 and sharing your room (two adults sharing) stay free; you'll just need to pay for their meals, where suitable sized standard rooms are available.
- Children aged 6-15 and sharing a room with 1 adult pay 50% of the adult price each, but there's no single supplement on the adult rate and you won't need to pay extra for their meals.
- Children in a room on their own are each charged at 50% of the adult price. A child on his or her own will also incur the single supplement.
- A supplement will also be added for a designated family room, which may include a foldaway bed. Please ask at the time of booking.
- Children under 16 can either eat from the children's menu, or choose half portions from the adult menu and pay half the adult menu price.
- Please note that not all rooms have cots, so please ask at the time of booking to avoid disappointment when you arrive.

MEALS

You'll get a selection of hot and cold dishes with a few regional variations. You can get lunch at all the hotel from the lounge and bar areas. If you book a dinner inclusive package, you will be able to pick from the table d'hôte menu. Dinner inclusive packages exclude all drinks. All menus include a range of hot, cold, vegetarian and healthy dishes. If you have any other special Dietary requests please organise these with the hotel before you arrive.

DO YOU HAVE A SPECIAL REQUEST?

Every effort will be made to accommodate any special requests that you might have. In some instances, this may not be possible.

WHEELCHAIR USERS

We have no Rooms available with Disabled Access at Present.

CHECKING-IN AND OUT

Your bedroom will be ready from 2pm on the day of your arrival. Please can you check-out by 10.30am so that we can get the room ready for the next guest? If you need to extend your check-out time; please speak to Reception who will tell you of any additional charges.

ROOM INFORMATION

All Rooms should be clean & tidy for your arrival with fresh bedding and the following items to make your stay as comfortable as possible: Free View TV with Remote Control, Shaver Socket, Drinks Tray with Kettle, 2 Cups, Tea, Coffee, Milk, Sugar and Biscuits, Hair Dryer and Mirror, Information Folder, Extra Pillow and Blanket in your wardrobe, Complimentary Shampoo, Soap and Shower Cap. Irons and Ironings Board are available from Reception should you require one. Each room has a temperture control valve on each radiator so you can make the room as comfortable as possible, windows also open to let in fresh air.

TOWELS

Each Room should have the following towels per guest 1 Large Towels, 1 Standard Towels, 1 Hand Towel and a Floor Towel, extra towels are available on request. York House Hotel provides a heated towel rail in each room so guests can dry and re-use towels throughout their stay with us; if you require your towels changing each day please leave used towels in the Bath or Shower.

SEASONAL BREAKS

For full details and prices on all Easter, Summer, Special Discount, Christmas and New Year breaks, visit www.york-house-hotel.co.uk or call 01947 880314 for a copy of the brochure.

WANT TO GIVE US ANY FEEDBACK?

If you want to share anything about your experience with us, then we'd love to hear from you. Here's how: If you've got a problem during your stay, contact a Member of the team immediately, who will do everything to resolve the problem, if you're not satisfied after your stay, either complete a guest comment card or leave it with Reception, or write to the Customer Relations Manager at: 4/6 Town Square, Billingham, Cleveland, TS23 2LY Please include full details of your stay with your booking reference and name

NEARLY THE END OF THE JOURNEY!

Every effort has been made to ensure that all the details on any promotional literature and on our website are accurate and up to date. From time to time, amendments may be made. If this is the case, we'll try and give you all the updated information at the time of your booking or enquiry.

LOCAL INFORMATION

Brochures for all local attractions are located in the front lobby for your information.

We Hope you enjoy your stay with us and return soon.

From all the Team at York House Hotel & Caravan Park.