

Kirkby Stephen Station – Terms & Conditions

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Please Note:
Platform Cottage,
Booking Office Cottage and
the whole of the station area
are strictly **No Smoking**

Availability and booking

Short breaks and longer holidays

Booking Office Cottage and Platform Cottage are available for holidays of **one week**, i.e. 7 days from Friday to Friday. They can also be booked for a **long weekend** of 3 days (Friday to Monday) or a **midweek break** of 4 days (Monday to Friday). The cottages are also available for 14 nights.

Arrival on the first day of your booking is not before 3pm please, departure is not later than 10am on the last day of your booking.

Up to 2 children of 7yrs or older are permitted to stay at Platform Cottage or Booking Office Cottage. During their stay children are the sole responsibility of their parents/carers at all times, when in the cottage and on the platform or around the station. As a busy mainline station we urge all guests, and especially those with children, to take care when on the platform or in the station car park.

The leader of your party must be aged at least 18 and only those persons stated as guests upon booking are permitted to stay at the cottage. The cottages are let only for the purpose of holiday accommodation: any commercial use, or sub-letting, is not permitted, and would render the booking agreement invalid.

Rates and dates available.

Please see the Rates & Dates web page for the dates when either cottage is available for rental, together with the cost. There are no booking fees or any other 'hidden extras'. **Bookings of longer than one week have a discount of 10%.**

How to book: To reserve your holiday at Booking Office Cottage or Platform Cottage, please either email us from the Rates & Dates page link with your name and the dates you would like to reserve or call us on 01768 800 208

We will then confirm that the property is available for your stay and let you know how much is needed in immediate payment, (please see the section below) and how you can pay.

How to pay: **A non-refundable deposit of £75 is required on booking, and the full amount is payable 8 weeks before the start of your holiday.** Bookings made less than 8 weeks before visiting must be paid in full at the time of booking. Once payment has been received we will confirm both your reservation (with balance of payment outstanding and date by which payment is due) and booking by email or post.

Payment can be made by cheque or bank transfer, details of this will be included with your booking details.

Changes, cancellation and liability: If for whatever reason you wish to amend or have to cancel your booking, please tell us as soon as possible (and confirm in writing - email acceptable). If this is done 8 weeks or more in advance of your holiday, and if you wish, we will transfer the booking to another available time without charge. If you do not wish to change to another time please note that your £75 deposit is non-returnable. Please Note: If in the period 2-8 weeks in advance of your visit, a

cancellation fee of 50% of the holiday cost applies; and if less than a fortnight in advance no refund can be made.

You are advised to take out your own holiday cancellation insurance.

If Settle & Carlisle Railway Properties Ltd has to cancel your holiday (and we will of course make every effort to avoid this), then we will inform you of this as soon as is reasonably practicable. We will endeavour to find you a suitable alternative time, or, if this is not possible, refund you in full. Settle & Carlisle Railway Properties Ltd cannot be held liable for changes beyond our control, including the consequences of events that could not be foreseen even with due care having been exercised - such as extreme weather, health epidemics etc. Neither can Settle & Carlisle Railway Properties Ltd be liable for any associated costs you may incur for the holiday, such as travel tickets, boarding kennels etc. And of course we cannot be held responsible in any way for the train service at the station!

Unless due to our negligence, Settle & Carlisle Railway Properties Ltd has no liability for any death, injury or damage loss of personal property. You must take all reasonable steps to safeguard the members of your party and your personal property. On no account can you go onto the tracks or private railway land: if any of your party does trespass you will all be asked to vacate the cottage immediately, without compensation.

Please note that we, as landlords, reserve the right of access in an emergency or if there is a serious problem.

If in doubt about any aspect of your booking, do get in touch, we will be only too pleased to help.

Please do...

- Remember to take extra care as this is a working station, and heavy freight trains travelling at up to 60mph pass through 24 hours a day.
- Keep clear of the platform edge when watching trains, and **never** go off the platform ends or on to the tracks.
- Abide by the 'no smoking' rule - this applies to the anywhere on the station, as well as in both cottages.
- Note that Network Rail engineers may be on the platform or track at any time night or day.
- Keep the cottage clean and tidy, and leave the property in the same condition as you found it.
- Bring plenty of warm clothes and wet weather gear for going outdoors - the weather can be a bit fresh up here in the Cumbrian fells!
- Report promptly any damage to the property or breakages of fixtures & fittings (if you have caused it, you will be liable for the cost)
- Please ask us if you have questions.
- And above all, have a great stay!

On arrival

Please let Susan or Richard on 017683 72859 or 07835843425 know your approximate time of arrival so that we can be here to give you the keys and welcome you.

If you come by car, drive through the car park onto the gravel area at the rear of the station building where there is a sign 'Parking for Booking Office Cottage'. There is space for two cars. The entry to the cottage is on the front of the station building, on the platform itself, and is the first door you come to. For Platform Cottage, continue to the end of the gravel area behind the station where there is parking for two cars. The entrance door is on the end of the building beside the garden area **and has a sign on the door.**

Once you close the door behind you all you have to do is put the kettle on and relax...

The cottage will have been thoroughly cleaned for you, bed linen and towels are provided along with tea towels, washing up liquid and toilet rolls.

Should you wish to place an order for groceries through the Asda Home Delivery service please make sure that it is booked to arrive AFTER you do!

Kirkby Stephen town has a range of cafes, pubs and restaurants, plus a small Co-op superstore.

As well as the Leeds-Skipton-Settle-Kirkby Stephen-Appleby-Carlisle train service on your doorstep, the 564 bus service links Kirkby Stephen town with the station, Sebergh, Oxenholme station and Kendal. The bus stop is on the main road at the end of the station approach road. On Wednesdays there is a heritage bus service from the station forecourt to Barnard Castle, and on Tuesdays in Summer to Hawes too. A hard-surface footpath provides an all-weather pedestrian route between the town and the station.

The Facilities at Booking Office Cottage:

Kitchen: Gas cooker, fridge, microwave, kettle, toaster, washing machine, tumble dryer. General cooking and eating crockery, pans and utensils. Hoover, cleaning items, iron and ironing board.

Sitting Room: TV with digital freeview access, DVD and Video player along with a selection of videos and DVDs (Rail and non-rail). CD Player along with a selection of CD's

Table & 4 chairs, Settee & 2 arm chairs, selection of rail and local books as well as general reading

Bathroom: Bath with electric shower over, hand basin, toilet, mirror and towel rail.

Hand and bath towels, electric shaver point

Bedroom 1: Double bed with duvet and bed linen, bedside tables with reading lamps

A selection of built in wardrobes with hangers and set of draws, hairdryer & mirror

Bedroom 2:

Two single beds with duvets and bed linen, bedside tables with reading lamps

Built in wardrobe with hangers and set of draws, mirror

Heating: There is a powerful central heating system, with radiators in all rooms. In addition, the main living room has an open fire, perfect for those frosty winter nights.

The Facilities at Platform Office Cottage:

Up to two dogs are allowed at Platform Cottage for an extra fee of £10. Please let us know when you make your booking if you are bringing a dog/s. No other animal is permitted. Please do not allow your dog on any furniture or leave it alone in the cottage at any time.

Ground Floor Accommodation: Bedroom 1 – Twin Room Two single beds with duvets and bed linen, TV with Freeview. Bedside tables with reading lamps, wardrobe with hangers, set of draws and hairdryer, mirror and hot water bottles.

En-Suite Shower Room: Shower, toilet, washbasin, mirror and heated towel rail.

Small Kitchen: Worktop, sink, microwave, toaster, kettle, breakfast crockery and utensils. Table, 2 chairs, washing machine and fridge.

First Floor Accommodation:

Shower Room: Walk in electric shower, hand basin, toilet, mirror, towel rail, hand and bath towels.

Bedroom 2 - Double: Double bed with duvets and bed linen, bedside tables with reading lamps. Wardrobe with hangers, hairdryer, set of drawers, mirror and hot water bottles.

The Sitting Room: TV with digital freeview access, DVD and Video player along with a selection of videos and DVDs (Rail and non-rail). CD Player along with a selection of CD's

Comfortable seating, bookcase with selection of rail and local books as well as general reading.

The Kitchen Dining Room: Dining table and chairs, electric cooker, fridge, microwave, kettle and toaster. General cooking / eating crockery, pans and utensils, hoover / cleaning items, Iron / Board.

Heating: There is a powerful central heating system, with radiators in all rooms.

Please note that Broadband and other internet services and connections are usually available for the cottages, but this is not guaranteed and may not be working or available for use.