Trembling Madness would like to welcome you to –

The Old Gallery & Chamber Apartments, York

Welcome
We are pleased to announce that the gallery for the first time in its history has now become holiday accommodation. The Gallery was empty for 14 years and has stood for over 600 years. We are yet to look into the history of the building, its currently Grade 2 star listed and an important building standing in the courtyard where the remains of the first Norman house once stood back in 1180AD. A most central and peaceful location in the heart of York.

We currently own the House of Trembling Madness and care about quality and we do hope that you enjoy your stay and will come back again. We are continuing to add to the decorations, art and ambience.

Below is some information for you, please print it out for your records.

Arrival & Directions

Holidaymakers are requested to arrive at the property after 3.00pm on the day of arrival and to vacate the property by 10.00am on the day of departure. If you need to make special arrangements then please phone Ian 07751 851143. We need the time in between to service the property. Keys are to be collected from House of the Trembling Madness (next to the apartments), 48 Stonegate which is open between the hours of 10am and midnight – please make prior arrangements if outside of this time.

Directions

By Car
From the South - take the A64 turnoff from the M1 towards York. Turn off at the Designer Outlet (A19) turn off into York, follow the A19 through Fulford Main Street which turns into Fishergate, bear right through the traffic lights onto Tower Street (Past Clifford's Tower and the Fire Station), the road turns into Clifford Street, on the bend at the pedestrian crossing turn right into a main shopping street (Coney Street), continue down to St. Helens Square and bear right, straight in front is Stonegate.
From the North -- take the A59 turnoff from the M1 towards York. Keep on the A59 until it stops at a junction on Holgate Road. Turn left at the lights (junction) down Blossom Street, stay in the left hand lane and go left at the next set of lights on the A1086 past the railway station. Carry straight on Station Road which then turns into Museum Street. Go past the library and turn right at the next set of lights (where the tourist information is) down Blake Street. Stonegate is the next left.
Sat Nav – Use directions to Blake Street, York as sat navs don’t understand the one way system on Stonegate. Stonegate is first left from Blake Street.

By Train
Turn left out of York station on Station Road, walk across Lendal Bridge over the river, the staright turns into Museum Street. Go past the library and turn right at the next set of lights (where the tourist information is) down Blake Street. Stonegate is the next left.

Nearest Airport
Leeds/Bradford – 48 minutes by car

*** Please note – On fortnightly bookings the cleaner will come Mid-booking to change the bedding.
*** The Keys are kept in the store at the Trembling Madness, 48 Stonegate (telephone 01904 289848).
Useful Numbers

Property Owner (Ian) 07751 851143 Based in York

Food Recommendations
Drakes (Fish & Chips) 01904 624788 97 Low Petergate, YO1 7HY (2 mins)
Happy Valley (Chinese) 01904 654745 70 Goodramgate, YO1 7LF (3 mins)
Viceroy (Indian) 01904 622370 26 Monkgate Heworth, YO31 7PF (6 mins)
Mumbai Lounge (Indian) 01904 654155 47 Fossgate, YO1 9TF (6 mins)
Rustique (French) 01904 612744 28 Castlegate, York, YO1 9RP (8 mins)
Trembling Madness (English) 01904 640009 48 Stonegate, York, YO1 8AS (30 secs)
Bettys Tearooms (English) 01904 659142 6-8, St. Helens Square, York, YO1 8QP (2 mins)
Guy Fawkes Inn (English Pub) 01904 623716 25, High Petergate, York, YO1 7HP (2 mins)

Six Five Nine Taxis 01904 659659 York
Streamline Taxis 01904 656565 York
Ebor Cars Taxis 01904 641441 York
Fleetways Taxis 01904 645333 York
Station Taxis 01904 623332 York

Tourist Information Centre 01904 550099 1 Museum Street, York, YO1 7DT (2 mins)

York Railway Station 0845 7484950 Station Rd, YO24 1AB (9 mins)
Bus Timetable (First) 01904 551400 York Buses / Park & Ride
North Yorks Moors Railway 01751 473535 Talking Timetable

Police (Non Emergency) 101 Fulford Road, York
Police (Emergency) 999

Aldwark Dental Practice 01904 629033 60-62 Aldwark, YO1 7BU (5 mins)
Halfords Autocentre (Garage) 01904 611848 Foss Islands Rd, YO31 7UP (3 mins drive)
National (Tyres And Exhausts) 01904 239242 64 Layerthorpe, YO31 7YW (3 mins drive)
Autoglass (Windscreen) 0800 011 3861 41 Lawrence Street, YO10 3BP (3 mins drive)
Bang (Hairdresser) 01904 637636 62 Low Petergate, YO1 7HZ (2 mins)

Local Information

Doctors
Jorvik Medical Practise 01904 724343 Woolpack House, Stonebow, YO1 7NP (6 mins)
Normal appointments are from 08.00 until 18.00 Monday to Friday
Minster Health Surgery 01904 626234 35 Monkgate, YO31 7WE (8 mins)
Normal appointments are from 08.00 until 17.30 Monday to Friday

Hospital
York District Hospital 01904 631313 Wigginton Rd York YO31 8HE (12 mins)
Takes walk ins and emergency 24hours a day

Shopping
Our own Trembling Madness store next door is open until midnight 12 days a week and has the best drinks range in Yorkshire – wow you are lucky!
3 Tesco Express Stores located on Goodramgate, Piccadilly and Low Ousegate – all open 6am until 11pm.
Sainsburys Local located on Bootham – open 6am until midnight.
A large Sainsburys about 7 minutes away is located just off Monkgate is open 8am until 8pm (11am-5pm Sunday).
The main Marks and Spencers is located on Parliament Street and sells everything you need from 9am until 6pm (11am-5pm Sunday). York Newgate market is central just off Parliament Street and is open 7 days a week until about 4.30pm – it has many stalls selling fruit, vege, cheese, local fish, local meat etc. Via Vecchia on the Shambles is the best bread shop in town – go early 8am to 10am because he always sells out (open Tuesday-Saturday).

Throughout the year there are numerous weekly markets held in Parliament Street – for example Farmers Markets, Christmas Markets, European Markets and the York Food Festival – please check with tourist information.

There are 3 main shopping areas around the York ring roads – **Monks Cross** is the best which has all the main chain stores and stays open until 8pm (Asda 24 hours a day) – its located about 2 miles from town towards A64 Scarborough. **Clifton Moor** has many stores plus cinema, chain restaurants, bowling and a 24 hour Tesco. Its located about 2 miles to the North of York. **Designer Outlet** is mainly discounted brand name clothing labels and designer household items, it has a food court and is open 9am until 6pm most days. It is located past Fulford on the A19/A64 towards Leeds.

Obviously you are located in York centre so there is a huge amount of stores to keep you occupied.

**Car Boot Sales**

British people love rummaging through second hand stalls and this is a great way to grab bargains. The main car boot sales are as follows –

- **Wigginton** – Every Sunday Spring until Autumn – 8am until 11am – about 5 miles north on the Wigginton Road.
- **Murton** – Every Sunday most of the year – 8am until 11am – York Auction Centre – 4 miles away towards Bridlington.
- **York Racecourse** – Every Saturday – 8am until 11am at the Racecourse.
- **Rufforth** – Every Sunday from 10am just by the village of Rufforth about 8 miles towards Leeds.

**Pubs**

With well over 350 pubs in York we can only recommend a few here –

- Our own pub the House of Trembling Madness which is next to you – over 600 beers in stock and locally sourced food, a great medieval hall with lots of character and its close!
- The Black Swan on Peasholme Green is steeped in history with good food.
- The Snickleway Inn on Goodramgate, small fires and good ale.
- Pivni next to the market has a great selection of craft beer.
- The Maltings, Tanners Moat near the railway station has a great selection of ales and good food.

**Old Gallery Guest Information**

**Electricity**

Spare light bulbs are situated in the upper sideboard draw under the tv with the fuses. There is a circuit breaker installed in the brown cupboard behind the downstairs bed (drag the bed forward carefully ). The electric can trip if there is a earth fault on an appliance or the circuit is overloaded—it can be reset by unplugging the faulty appliance and resetting the trip switch. The electric meter is also situated next to the circuit breaker. In the event of a power failure there are candles, holders on tables and an emergency LED torch plugged in the kitchen on the right hand side of the cooker.

**Fire Equipment**

A fire blanket is situated on the wall by the right hand side of the cooker. Also a water fire extinguisher is next to the front door -please be aware that this is not for use on electrical fires but the CO2 extinguisher next to it can be.

**First Aid**

Kit and Manual are again in the top drawer of the sideboard under the tv.

**Hair Dryer**

There’s a modern hairdryer and a retro hairdryer situated in the locker, please look after the retro one!
Safe
The safe is located in the right hand sideboard cupboard, there is a card with the current pin code on. If you lose the card or cannot remember the pin please contact Ian on 07751 851143. To use type in the code and press either A or B. If there is a red light on the safe please let us know as the battery may run out and we will be locked out. The override keys are kept off-site in a secure location.

Iron
Situated in the left hand kitchen cupboard. Ironing board is under the downstairs bed.

Keys
Please leave keys at the end of your holiday back at the Trembling Madness pub on Stonegate or post them through the letterbox if it is closed. In the event of losing your keys call Ian on 07751 851143 – there is a charge for replacement as the key to the alley is special order and expensive, please close all windows on exit.

Picnic Basket
Please feel free to use the picnic basket and travel rug during your stay. These are kept in the kitchen cupboard next to the bin.

Sewing Kit
Situated in the top drawer of the sideboard under the tv.

Smoke Alarm
Sensitive alarm that does not like burnt toast, so if it sounds it may be turned off by pressing the button in the middle, Please note that our alarm system is linked to the property upstairs so please make your way outside the front of the property as there may be a fire upstairs, if it is a false alarm upstairs then it is safe to go back in – if not please phone 999 and Ian 07751 851143. Please do not smoke inside (we will charge you £100).

Washing
Please feel free to use the washer/dryer hidden on the left hand side of the breakfast stools in a cupboard. Washing powder is kept in the left hand kitchen cupboard. There is a clothes airer under the bed.

Water Supply
The hot water supply is continuously heated by a closed water heater – it has 100 liters of hot water. The hot water boiler switch is on the wall on the right hand side of the bathroom – please leave it on.

Towels & Bedding
All bedding and towels are provided. There are spare blankets in the small orange chest in the upstairs bedroom or in a blanket box under the downstairs bed. Also please find toweling gowns hanging on the back of the bathroom door.

Games
Next to the TV is an Atari 2600 with 60 games on, the tv needs to be set to AV1 and the Atari turned on – please note there is no power on light on the Atari. There’s also a Vectrex machine with cartridges in the cupboard it sits on, this machine is by the dining room table. There are numerous board games in the left hand cupboard of the sideboard. A Spectrum Emulator & Tetris game is in the upstairs bedroom and the TV needs to be set to AV to turn it on – please remember to turn it off as it uses batteries.

HD TV
The 40” 3d TV is a state of the art LED High Definition television. Use the remote controller to turn the unit on—Press the Red Standby button top middle.
Select the Top Left Button (A square icon with an arrow from the left) to select which mode -
HDMI 1 is the Television (Set as default)
HDMI 2 is the DVD Player
AVI 1 is for the Atari
Use the Toshiba Remote controller for the volume and NOT to change channels.
Use the Sky remote controller for the changes and on-demand—it’s pretty straightforward, lots to choose from.
If the sound doesn’t automatically come on use the Yamaha remote to turn it on. So many remotes!!

**Internet**
There is a Sony Vaio PC in the kitchen area, the power switch is on the top right, wifi broadband is setup, if the internet is off please check the BT hub behind the TV and make sure there is 3 blue lights, if not turn it off then on again, still not working phone Ian 07751 851143. The TV is also linked to the internet and has many onscreen features available. To access wifi please connect to THECHAMBER and type in password – oldgallery.

**DAB radio / CD Player**
This is a BOSE airwave situated upstairs in the bedroom. Feel free to use it downstairs if you so wish but please put it back upstairs at the end of your stay.

**IPOD Dock / Bob Marley Soundsystem**
There is a tiny remote with the unit please keep it next to the unit so you don’t lose it. The IPOD docking station charges your IPOD but you must insert the jack into your unit for sound. It’s very easy to use and a great sound, please please be aware that the upstairs apartments can hear your noise so keep it down at appropriate times.

**DVD and Books**
Please use whatever you want during your stay, but please can you leave them when you leave so as the next guests can take advantage. We will continue to put more movies and books in the property over the next few months to give you more choice. Any missing items will be charged at the retail purchase price.

**Chamber Guest Information**

**Barbeque**
The BBQ is outside in the courtyard, we keep the gas available, it is dangerous and we recommend no smoking near it, its needs lighting by an adult and the gas must be turned off after use on the gas canister. There’s some firelighters and wood under the BBQ for the chimea wood burner, make sure the burner is put out before leaving it. Also do not put anything else on the fire as the yard is very confined and carbon monoxide gases linger and can be very dangerous.

**Electricity**
Spare light bulbs are situated in the right cupboard in the lounge with fuses. There is a circuit breaker installed under the stairs in the entrance hall. The electric can trip if there is a earth fault on an appliance or the circuit is overloaded—it can be reset by unplugging the faulty appliance and resetting the trip switch. The electric meter is also situated next to the circuit breaker. In the event of a power failure there are candles, holders on tables and a plug in LED torch on the right hand side of the fire place.

**Fire Equipment**
A fire blanket is situated in the kitchen on the wall next to the door. Also a water fire extinguisher is in the first floor hall next to the toilet and also there’s one on the ground floor in the hall, please be aware that this is not for use on electrical fires but the CO2 extinguisher on the first floor in the hall can be.

**First Aid**
Kit and Manual are again in the right hand cupboard in the lounge.

**Hair Dryer**
Situated in the walk in clothes wardrobe in the bedroom. There are plugs behind the dressing table.

**Washing**
Please feel free to use the washer hidden in the left hand cupboard in the kitchen. Washing powder is kept under the kitchen sink. There is a clothes airer in the cupboard in the lounge under the stairs.
Iron
Situated in the right hand cupboard in the lounge along with the ironing board and hoover.

Safe
The safe is located in the walk in wardrobe in the bedroom, there is a card with the current pin code on. If you lose the card or cannot remember the pin please contact Ian on 07751 851143. To use type in the code and press either A or B. If there is a red light on the safe please let us know as the battery may run out and we will be locked out. The override keys are kept off-site in a secure location.

Keys
Please leave keys at the end of your holiday back at the Trembling Madness pub on Stonegate or post them through the letterbox if it is closed. In the event of losing your keys call Ian on 07751 851143 – there is a charge for replacement as the key to the alley is special order and expensive, please close all windows on exit.

Picnic Basket
Please feel free to use the picnic basket and travel rug during your stay. These are kept in the cupboard under the stairs.

Sewing Kit
Situated in the drawer under the tv.

Smoke Alarm
Sensitive alarm that does not like burnt toast, so if it sounds it may be turned off by pressing the button in the middle, Please note that our alarm system is linked to the property downstairs so please make your way outside the front of the property as there may be a fire downstairs, if it is a false alarm then it is safe to go back in – if not please phone 999 and Ian 07751 851143. Please do not smoke inside (we will charge you £100).

Water Supply
The hot water supply is continuously heated by a closed water heater situated behind a panel in the bedroom. The switch for the water is located in the kitchen on the left next to the light switch – please leave on at all times.

Towels & Bedding
All bedding and towels are provided. There are spare blankets in walk in cupboard in the bedroom and also in the cupboard with the spare bedding for the sofabed in the living room. Also please find towelling gowns hanging in the bedroom cupboard.

Playstation 3
To turn on press next to the top of the unit on the right hand side of where the DVD goes in (Standby Icon). To eject a DVD / CD press in the middle of where the DVD goes in (Arrow Icon).
The Playstation 3 controllers (2) are both wireless but do need charging—there is a battery indicator on the unit, there are 2 mini USB leads provided.
The unit can be used to view all camera memory cards—lift up the panel on the left of the CD slot.
Also Blue-ray, DVD, CD, MP3, USB Drives and most things can be played. You will need to get used to the Playstation 3 controller if you haven’t used one before.
There is also a browser and internet available on the Playstation 3 (But the TV is a better browser with a keyboard attached.

HD TV LOUNGE
The 32” 3D TV is a state of the art LED High Definition television. Use the controller to turn the unit on—Press the Red Standby button top right.
Then select the Top Left Button (A square icon with an arrow from the left) to select which mode - HDMI 1 is the Television HDMI 2 is the Playstation 3 (and Internet)
Use the Blaupunkt Remote control for the volume and NOT to change channels.
Use the SKY remote controller for the channels and on-demand- it’s pretty straight forward, lots to choose from.
Use the small controller for the volume.

**HD TV BEDROOM**
The 42” HD TV is turned on with the vision controller and the sound is controlled with the LG controller. The SKY remote changes channels and uses the on-demand. The TV is set to HDMI default for Sky.

**Internet**
The HP Pavilion computer is located in the small landing area, it has UBUNTU operating system which is similar to a MAC (Good Luck!) . The on button is on the top left hand side of the computer. The login password is oldgallery and use this password for anything else that it asks you for. It’s a brand new machine that has a DVD burner/player on the right hand side.
To access wifi please connect to THECHAMBER and type in password – oldgallery .
Any problems with the broadband please phone Ian on 07751 851143.

**DAB radio / IPOD Dock**
This is situated upstairs in the bedroom. Feel free to use it downstairs if you so wish but please put it back upstairs at the end of your stay. There is a tiny remote with the unit and blanking plates in the draw under the radio that you use to put on the IPOD docking station to fit whatever player you have. Again it’s very easy to use and a great sound.

**DVD and Books**
Please use whatever you want during your stay, but please can you leave them when you leave so as the next guests can take advantage. We will continue to put more movies and books in the chamber over the next few months to give you more choice. Any missing items will be charged at the retail purchase price.
Old Gallery & Chamber Parking Information

We can provide permits for you, please let us know in advance. Our prices are much lower than local car parks.

On Street Parking – R7 Zone Monkgate/Groves Area – 7 minutes on foot
£3.00 a day        £21.00 a week

Locked Secure Parking – Fossbank/Monkgate – 7 minutes on foot
£5.00 a day        £35.00 a week

Phone Ian on 07751 851143 or Trembling Madness 01904 289848 (Ask for Rob) for more info.

Foss Bank Secure Locked Car Park

Location
Foss Bank car park, Jewbury, York, YO31 7PL (See Gallery Location Map)

Facilities

- Number of spaces: 316
- Opening hours: 8.00am - 8.00pm (car park closes at 8:00pm, so use the Keyfob)
- Height restrictions: 6'6"
- Motorcycle bays: Yes
- Overnight secure parking
- CCTV: Yes
- Toilets: No
- Park Mark Award: Yes
- Disabled bays: 4

R7 On Street Parking

Location

Streets with R7

Park Crescent (Best street to use if space)
Bowling Green Lane
Jackson Street
Lowther Street
Huntington Road

Sat Nav - York, YO31 7NU (See Gallery Location Map)
Other wise there is a Park and pay by phone scheme.

Pay for car parking from the comfort of your vehicle using your mobile phone.

You can also extend your parking session by phone and get text reminders before your parking expires. No need to display a ticket in your car. The civil enforcement officer will know that you have paid since your registration appears on their handheld device.

To register to pay by phone
Call (01904) 279279 and follow the instructions. You can pay for the first parking session when you call. Alternatively you can pay by text message. Simply text 'info' to 65565 and follow the instructions.

You will need a valid credit/debit card and your vehicle registration number with your mobile phone number. You can also register online on the PayByPhone website https://paybyphone.co.uk/

The next time you want to pay by phone:
Call (01904) 279279 or if you wish to pay by text message, you can text 'info' to 65565 for instructions.

Enter the car park location number (signed in the car park or from the list below).

Enter the duration you wish to park for.

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Trembling Madness Ltd – Holiday Apartments - Booking Terms and Conditions

Please read these conditions carefully. They set out the terms and conditions of your booking with Trembling Madness Ltd and Ian Loftus the property owners who provide your holiday rental accommodation. We, Trembling Madness Ltd act as agent in booking your flat (‘accommodation’). Your contract will be directly with the accommodation owner Ian Loftus (referred to as Owner from now on). In making a booking, you warrant that you are 18 years of age and have the authority to accept and do accept on behalf of your party the terms and conditions set out below.

1. Terms. All terms are either per week or per short break (start day as specified) for the accommodation as equipped and described. The usual check-in time is 3.00pm (subject to unavoidable delays). The check-out time (usually 10am) will be shown on your hire invoice.
You are obliged to leave everything in a clean and tidy condition and you are responsible for any damage done or loss sustained during your stay. Prices include VAT (where applicable) at the rates applicable at the time of printing and are subject to change if the rates or application of the tax changes. In the event of a change in the rate of VAT during the course of the year, your booking will on behalf of the Owner be invoiced at the new amount of VAT unless you have already taken your booking or paid the balance in full prior to the date of the change. We reserve the right to alter prices in our brochure or on the website, which may go up or down. We will advise you of the current price at the time of booking. These terms and conditions are applicable to bookings made by phone from this brochure. The terms and conditions for bookings made on-line through our website may change from time to time. Please check at the time of booking.

2. Making a booking. All offers and bookings are subject to availability. A binding contract comes into existence between you and the Owner once we have received your deposit and we have issued a hire invoice and booking acceptance by email, fax or post on behalf of the Owner. You must check your hire invoice and booking acceptance as well as all other documents we send you carefully as soon as you receive them. If any information appearing on any document appears to be inaccurate in any way, you must let us know straight away. We regret we cannot accept any liability to make changes if we are not notified of any inaccuracy in any document within 10 days of our sending it out. The contract shall be between you and your accommodation Owner and be subject to English Law and the nonexclusive jurisdiction of the Courts of England and Wales.

3. Number in your party. The total number in your party must not exceed the capacity of the accommodation as advertised by us. Babies under 2 may or may not be counted as members of your party. The Owner has the right to refuse to hand over the accommodation to any party exceeding these limitations, or to terminate the booking of anyone exceeding these limitations at any time during the booking.

4. Payment. When you book you must pay the applicable deposit requested. Your balance is due and payable by the date printed on your Invoice (21 days before your start date). For bookings made within 21 days of your start date you pay the full amount when you make your booking. If the deposit and/or balance is not paid on time, we may cancel your booking.

5. Changes by you. Once a booking has been confirmed by us to you, should you require it to be amended or re-invoiced for any reason (including for example accidental loss of the original invoice) then, if the Owner accepts this change, an administration fee of £31.00 will be charged. Up to 8 weeks before the start date you may change your start date to another date within the same calendar year, subject to availability and payment of the above fee and any outstanding difference in price. You may transfer your booking to someone else/another party (introduced by you) at any time providing you pay the administration fee of £31.00 and any outstanding balance. Please note: Bookings may not be transferred to other parties after we have received notification of cancellation.

6. Cancellation by you. Telephone us immediately if you have to cancel and on the same day send us written confirmation quoting your booking date and name as a reference. Your cancellation is effective from the date we receive your written confirmation by post or email which will be acknowledged.

(a) Cancellation for a Qualifying Reason
In this section some of the words and expressions used have specific meanings. These words are shown with capital letters at the start and their meanings are explained in the glossary below. Subject to receipt of satisfactory documentary evidence, you will be entitled to a refund and a waiver of responsibility for any balance payment due for your accommodation (less £51 administration charge) if you cancel at any time after we accept your booking and before you leave Home to start your stay or you curtail your stay at any time after you leave Home and before your planned return to it on the end date of your stay (provided that everyone in your entire party cancels or curtails the stay and the property is left vacant) and your reason for doing so did not exist at the time of booking and is any of the following:

• the bodily injury, illness or admission to Hospital as an in-patient of any member of your party where the cancellation or curtailment is certified as medically necessary by a Qualified Medical Practitioner.

• the death of any member of your party, or that of the partner or a member of the immediate family of any member of your party. A copy of the death certificate must be provided. In the event of the death of the person in whose name the booking is made, the refund will be made to the estate of the deceased.

Please note: Bookings may not be transferred to other parties after we have received notification of cancellation.
• the bodily injury or illness of the Partner or a member of the immediate family of any member of your party where the attendance of that member of the party is necessary and this is certified by a Qualified Medical Practitioner.
• the admission to Hospital as an in-patient of the Partner or a member of the immediate family of any member of your party.
• compulsory quarantine of any person in your party or their travel being prevented by Government restriction following an epidemic;
• redundancy qualifying for payment under any applicable statute of any person in your party; which is notified to and received by you (or any person in your party) after your booking is accepted;
• you or a person in your party being required for compulsory jury or witness service in a Court of Law in proceedings to be undertaken in the time between their leaving Home to start the booking and returning Home after the booking;
• Unexpected posting by HM forces or cancellation of leave by HM Police (unless the cost of the lost trip is recoverable from any other source).
• Police advising against travel due to adverse weather conditions;
• Police requiring a person in your party to attend following theft at their Home or usual place of business; or
• Damage rendering the Home of any person in your party uninhabitable, The calculation of the amount due is as follows;
• if you have paid your balance, we will refund your deposit and your balance less a £51 administrative charge (the booking fee, amendment are nonrefundable).
• if you have not paid your balance, we will refund your deposit less a £51 administrative charge (the booking fee, amendment are non refundable) and waive your balance due.
• If everyone in your party curtails the stay and returns home, we will give you a proportionate refund of the cost of the accommodation less a £51 administrative charge (the booking fee, amendment are non-refundable). The £51 administrative charge is to cover our costs and charges incurred in the process. You will not be entitled to any refund or waiver of responsibility for any balance payment due if the cancellation is due to any of the following:
• War, whether declared or not;
• ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste resulting from the combustion of nuclear fuel;
• the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly;
• loss due to devaluation of currency or shortages due to errors or omission during monetary transaction;
• any person in your party deciding not to travel, or if already left Home, deciding not to continue including where the decision is based on a deemed or perceived risk for medical reasons or otherwise, unless there is a legal restriction in place
• any person in your party’s loss of enjoyment of the stay;
• any accident to or illness of any person in your party’s family pet;
• adverse changes in any person in your party’s financial circumstances or unemployment other than redundancy as described above. You will need to let us know immediately a cancellation situation has arisen and provide us with all the information and documentation, and allow us to carry out any investigations, we may reasonably require to assess whether you are entitled to a refund/waiver under our Booking Conditions.

Glossary;
Home – usual permanent place of residence. Hospital - any establishment which is registered or licensed as a medical or surgical hospital in the country in which it is located and where a person in your party is under the constant supervision of a Qualified Medical Practitioner.
Hospital - any establishment which is registered or licensed as a medical or surgical hospital in the country in which it is located and where a person in your party is under the constant supervision of a Qualified Medical Practitioner.
Hi-jack – unlawful seizure or taking control of an aircraft or conveyance in which a member of your party is travelling. Immediate Family - means the Partner, or the child, grandchild, brother, sister, Parent, or grandparent of you or a person in your party, or anyone noted as next of kin on any legal document.
Parent or Legal Guardian - a person with parental responsibility, or a legal guardian, both being in accordance with the Children Act 1989 and any statutory amendment modification or re-enactment of it.
Partner - a spouse of, civil partner registered pursuant to the Civil Partnership Act of; or someone of either sex with whom you or a person in your party has been living as though they were their spouse for at least three months. Qualified Medical Practitioner - a doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice other than a person in your party or a relative of any such person. War - means armed conflict between nations, invasion, act of foreign enemy, civil war, military or usurped power.

Cancellation Procedure;
- If a cancellation or curtailment situation arises for a qualifying reason, please contact us immediately first by phone and then in writing by email, or post, supplying documentary evidence, including medical certificates where appropriate. All information including documentary evidence must be provided within two months of the cancellation being notified to us. Our address is Trembling Madness Ltd, 48 Stonegate, York, North Yorkshire, YO1 8AS.
- All information provided to us must be complete and accurate.
- You will not be paid if you or your party do not comply with any obligation to act in a certain way specified in this clause or if they are dishonest.
- All certificates, information and evidence provided by you shall be at your expense. If you are due a refund, you will be paid in £ sterling within 30 days of receipt of valid documentary evidence (including medical and death certificates where appropriate).

(b) Cancellation for a non-qualifying reason

If you cancel for a reason other than one of those listed in Section 6(a) above, a charge will be levied on behalf of the Owner to cover costs incurred. These charges are set out below:

<table>
<thead>
<tr>
<th>Period before scheduled arrival date within which written cancellation notification is received</th>
<th>Cancellation charges as a % of total costs (excluding amendments charges which are non refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 56 days</td>
<td>Loss of deposit*</td>
</tr>
<tr>
<td>43 – 56 days</td>
<td>50%</td>
</tr>
<tr>
<td>29 – 42 days</td>
<td>70%</td>
</tr>
<tr>
<td>8 – 28 days</td>
<td>90%</td>
</tr>
<tr>
<td>7 days or under</td>
<td>100%</td>
</tr>
</tbody>
</table>

* If you book under a low deposit promotional offer, you will be responsible for payment of the difference between the amount paid and the standard deposit.

Please note: The cancellation charge applicable will be equal to the loss of deposit or the percentages shown, whichever is higher.

7. Linen, Towels and Keys. Except for cots, bed linen is provided in the apartment. This may be duvets or blankets and sheets. Please take bed linen for cots with you as required. Towels are provided. Information on collecting your key at the beginning of your stay and where to leave it when you leave is provided in our travel directions documentation.

8. Cancellation by the Owner. Very occasionally, in circumstances of ‘force majeure’ as defined in clause 15, we on behalf of the accommodation Owner may have to cancel your booking. We will tell you as soon as possible, and offer you an alternative or a full refund. We regret that in such circumstances you will not be entitled to compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

9. Brochure and Website accuracy. We have taken care to ensure the accuracy at the time of publication of our brochure and continuously with the website, however information and prices may have changed by the time you book. There may be small differences between the actual accommodation and facilities and its description, as we and the Owners are always looking for ways to make improvements. As we act only as agents for the Owner, we cannot accept responsibility for any inaccurate, incomplete or misleading information about any property or its facilities and/or services, except in the case of negligence by us. We will use our best endeavors to notify you of any changes to, or inaccuracies in any information contained in this brochure or on our website as soon as reasonably practicable after we
become aware of that change or inaccuracy.

10. Activities and facilities. Your accommodation Owner reserves the right to alter or withdraw amenities or facilities or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond his/her control.

11. Unreasonable behaviour. We and the Owners of all accommodation have the right to refuse to hand over accommodation to anyone who, in the reasonable opinion of the Owner is not suitable to take charge of it. In such cases all hire charges paid will be refunded in full as quickly as reasonably practicable, the contract will be terminated and neither we nor the Owner will have any further liability. We and the Owners of the accommodation reserve the right to terminate a booking after the keys have been handed over, if the unreasonable behaviour of anyone in your party is likely to cause danger or significant annoyance to others or damage to property. In these circumstances, no refund will be given. Please note that unreasonable behaviour specifically includes smoking by any member of your party in any property (See Section 22).

12. Damage to the property. You are liable to the Owner for any damage caused in the property during the period of hire. The Accommodation Owner has the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out).

13. Party Type. Groups, organisations, charitable institutions and multi-accommodation bookings: If your party includes unrelated members from an organisation or has been funded/organised on behalf of a third party such as a local authority, charitable, religious or NHS Trust, we, on behalf of the Owner, need the following information when you book:
• The full name of the organisation supporting or funding your booking
• The name and contact details for the person responsible for (and accompanying) the party during the booking.

Should you arrive at your accommodation with such a group without notifying us of the required details, the Owner has the right to refuse to hand over the accommodation to you. You may be asked to pay a Security Deposit at the time of take-over. Single-sex groups and younger parties: The owners of the properties featured cater primarily for holidaying families and single-sex groups or younger parties may not be permitted. Where this is the case, you will be informed at the time of booking. Where these parties are permitted, you may be asked to pay a Security Deposit at the time of take-over. Disabled, infirm and restricted mobility guests: Where access to or the layout/features of any property makes it unsuitable for visitors with mobility difficulties, every effort has been made to ensure that our description makes this clear. To ensure the accommodation and location booked is suitable for visitors with a disability, it is essential that all booking requests from parties including people with special needs, give us full and clear details of those needs at the time of booking. It is your responsibility to notify us, and no refund can be given if you fail to do so and your chosen accommodation is found to be unsuitable. If your party includes individuals who usually require special care due to a disability, you are entirely responsible for ensuring that all members of the group are adequately cared for at all times by a suitable person.

14. Security Deposits. At certain times, the Owner reserves the right to ask for payment of a security deposit. Where a security deposit is payable, you will be informed at the time of booking and the deposit (and the amount payable) will be confirmed to you on your Booking Confirmation. The deposit is payable directly to the Owner/ caretaker on or prior to arrival and will be returned to you within 10 days of departure by them. We do not collect, hold or return security deposits or accept any responsibility for them.

15. Force Majeure. Neither we nor the Owner can accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to “force majeure”. Circumstances amounting to “force majeure” include any event which we or the owners could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your booking) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic
and all similar situations beyond the owner’s control.

16. **Your Pet.** Pets are not allowed in the property.

17. **Assistance Dogs.** Registered assistance dogs are accepted free of charge in our accommodation.

18. **Your Vehicles.** Your vehicles, their accessories and contents are left entirely at your risk. Neither the Owner nor the agent are responsible for any loss or damage from or to any vehicle from any cause whatsoever.

19. **Our responsibility for your booking.** We are responsible for making your booking in line with your instructions, and are not responsible for any information about the accommodation that we pass on to you in good faith. However, in the event that we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of the commission received from your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises as a result of our negligence or that of any of our employees whilst acting in the course of their employment.

20. **Comments or concerns.** You must notify any shortcomings with your accommodation to the Owner or his/her representative immediately so that remedial action, if appropriate, can be taken. If a significant problem is not resolved to your satisfaction, please contact us as soon as possible during your booking and we will liaise with your Owner on your behalf in our capacity as agent. It may affect the investigation of your complaint and may impact on the level of compensation that you may be entitled to if you fail to notify the Owner or his/her representative and ourselves of any complaint or claim during your booking and/or write to us with full details within 28 days after your booking had ended.

21. **Personal Travel Insurance.** You are strongly recommended to take out Personal Travel Insurance for the duration of your booking.

22. **No Smoking Policy.** Our apartments have a strict No Smoking policy. As of July 1st 2007, smoking in any public place is against the law. This also includes holiday apartments that have been designated non smoking rooms. As we are a completely non-smoking establishment all of our rooms and public areas are designated non-smoking. We are responsible for upholding these laws in our establishment and are liable for a fine of up to £2500 if anyone is found to be or has been smoking in any of our rooms. So as of July 1st 2007, we hold the right if we find any evidence or believe that any of our guests have been smoking in any of our rooms (this includes smell of cigarettes in rooms or cigarette butts found outside bedroom windows) to add £100 to the bill for the expense to us for loss of earnings, the dry cleaning of curtains, bedding, and carpet cleaning, etc. If the guest is part way through a stay they will be asked to leave the premises with no refund being given. This statement is due notice of these charges and no discussion will be entered into on this matter. This smoking policy forms part of our terms and conditions and is covered by the legally binding contract you are agreeing to enter into by booking accommodation with us. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required.

Please remember this is not just the accommodation provider’s policy - this is the LAW and we would be quite within our rights to contact the local police and the guest would be liable for a fine of up to a £1000 for smoking in a designated non smoking room which is classed as a public place by law. So if you intend to smoke please do not book with us as we have zero tolerance on this matter. For smoking guests an ashtray has been provided in the Chamber garden or you may smoke outside the Old Gallery in the courtyard.

22. **Data Protection Policy.** In order to process your booking we need to use the information you provide such as name, address, any special needs etc and send it to the Owner and provider of travel arrangements. Proper security measures are in place to protect your information which we pass on to the relevant Owner of your accommodation and travel arrangements. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. We will not, however, pass any information onto any person not responsible for part of your accommodation and travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant person. The Owner or the Supplier’s use of your information is subject to
their policy and is their responsibility.
Your data controller is: Trembling Madness Ltd.
You are entitled to a copy of your information held by us. If you would like to see this please contact us.

**Marketing**
We will hold your information, where collected by us, and may use it for future marketing purposes e.g. sending brochures or details of offers and promotions. If you do not wish to receive such approaches in the future, please write to us. We will not pass your information on to any third parties for marketing use without your permission.

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