

Booking Terms & Conditions

By making this booking you have agreed to our Booking Conditions (also available on our website)

Booking Contract

No contract exists between you and the Property Owner until you have paid the non-refundable deposit and booking fee (where applicable) and received a formal Booking Confirmation from us. Once you have received the Booking Confirmation you enter into a short-term rental agreement with the Property Owner. The agreement shall be governed by and construed in accordance with the laws of England and Wales. We will have no liability for any fees, expenses, damages or loss resulting from the booking. These conditions (and those below) shall be deemed to have been accepted by you at the time of completing the online booking form or when we receive the deposit and booking fee, or full payment. Only the person or persons listed on the Booking Confirmation may stay at the property and must have the authority to ensure that all members of the party observe these Booking Conditions.

Cancellation Policy

If for any reason you need to cancel your booking, please let us know as soon as possible. Your deposit and any booking fee are non-refundable. If you have not paid your final balance (i.e. your arrival date is more than eight weeks away) we will cancel your booking and no further action is needed. If you have paid the full balance **and** are cancelling more than eight weeks prior to arrival, we will send you a refund minus the deposit and any booking fee paid.

If you have paid the full balance and are cancelling your booking less than eight weeks prior to your arrival we will do everything that we can to re-book the property. You will remain liable for the full rent amount due while we attempt to re-book. If we are successful we will send you a refund of the balance (minus the non-refundable deposit and any booking fee) less a £40 handling/admin charge. No assurances are made that we will be able to successfully re-book the property.

Change of Dates

The dates of the booking may only be changed if the property is available for the new dates and is subject to agreement by the owner. If there is any difference in the rental value of the new period this cost must be covered by the guest. Please contact us as soon as possible if you need to change the dates of your booking for any reason.

Adverse Weather Conditions

Weather in Northumberland can very occasionally be extreme, particularly in the winter months. We accept no financial responsibility for any effect that this may have on your ability to arrive, depart or continue your holiday. We strongly advise you to purchase holiday insurance so that you are able to recover the cost of any lost time due to adverse weather.

Care and Use of the Property

You are obliged to maintain the property and all furnishings, fixtures, fittings and effects in the same state of cleanliness, repair and condition as they were at the start of the booked period and will be responsible for any damage to any of the above. You must make sure the property is left clean and tidy, both inside and out. Anything broken or damaged should be reported to the property owners as soon as possible and replaced to their satisfaction. We reserve the right in cases where this is not done to raise invoices for any damage, repairs or replacements. You must not assign or part with the possession of the property or any part of it or anything contained in the property or use it other than as a single dwelling or holiday occupation by the people who appear on this Booking Confirmation.

We request that consideration is shown to the neighbours and noise is kept to a minimum where possible, particularly late at night and in the early morning. You must ensure that nothing happens which may be a nuisance or inconvenience to any neighbours or local people, or adversely affect any insurance of the property.

The booking is for the purpose of the person or persons whose names appear on the Booking Confirmation and is only for the duration stated. If any member of your party or yourself does not vacate the property after the departure date and time we shall be entitled to, apart from other remedies, charge you a daily fee proportionate to the rental for the period until the property is finally vacated.

The maximum number of people allowed to stay in the property is set out on the Northumberland Holidays website, corresponding to the number of beds provided and must not be exceeded without our prior consent. Only those whose names are detailed on the booking form are permitted to sleep in the property. Visitors are welcome to the property during your stay, they must be made aware of the parking requirements and not cause any inconvenience to neighbours. No parties are permitted to be held within the property or grounds without permission.

You also agree to:

- Use the property in a safe and appropriate manner
- Keep the property secure and locked (where locks are provided) when unoccupied and comply with security and safety precautions.
- Not to use the property for anything dangerous, offensive, noxious, illegal or which may become a nuisance to any neighbour.
- Not drop any litter in the roadways, paths or parking areas.
- Not block the waste pipes and drains.
- Not tamper with the electrical, gas, water or sewerage services, pipes or equipment.

Children and Safety

- You accept full responsibility for the safety of any children or pets allowed in the property. Whilst we have done all that we can to make sure the property is a comfortable environment, no assurances can be provided as to the safety or suitability of the property for you or your children or pets. If baby equipment is provided but you are advised to check the safety of any such items before use. Where bunk beds are provided the upper bunk must not be used by children under the age of six and you are advised to check the safety of any such items before use.

You are responsible for supervising children of all ages (or other members of the booking party who may not be able to adequately identify risks themselves) whilst at the property. Particularly in regard to the proximity of roads and rivers, fires, open windows and the use of BBQ equipment.

Please be extra vigilant with:

- Glass doors and windows, these can be difficult to see in well lit areas.
- Wooden and tiled floors, these can be slippery when wet and should be avoided with wet feet.
- If the property is in a riverside or coastal location then extra caution should be taken with children. Do not permit children to access the outside areas unattended and they should be closely supervised at all times for their own safety.

Pets

Some properties accept pets over the age of 1 (maximum 2 dogs) and pets must be fully housetrained, well behaved and kept under control at all times. Pets must not be allowed onto any of the furniture (even with covers applied) nor be allowed on any beds. Pets must not be left unattended in the property or in the outside space for an extended period of time. They must not be permitted to cause any damage to the property or outside space or bark excessively or cause nuisance of any kind to neighbours. Pets must be clean when they enter the property. Dog towels may be provided at the property to dry down and clean your dog after a walk.

If any soiling occurs around the property or in the outside space it must be removed immediately. On departure the property should be left clean and undamaged with as much pet hair removed as possible. In the unlikely event that the property is left in such a state where additional cleaning is required or there is damage to the property, we reserve the right to raise an invoice to cover any cost incurred.

Right of Access

The property owner maintains the right of access to the property at all reasonable times during your stay for the purpose of inspection or to carry out necessary cleaning, repairs or maintenance. We will of course try to minimise any disruption to you and will always promise to attempt to contact you prior to gaining access.

Smoking Policy

Smoking is strictly prohibited inside the property and is only permitted in the outside areas. All cigarette butts and/or tobacco waste must be put out and disposed of safely.

Use of Handwash and Cleaning Materials Provided

Complimentary handwash may be provided in the bathroom and/or Kitchen. However, these and any other cleaning materials provided are used at your own risk and no responsibility will be accepted for any adverse reaction or accident.

Advertising and Website Information

We have made every effort to make sure all advertising information and information available on our website is accurate. All information is given in good faith and is believed to be correct at the time of writing or communication. However, we cannot be held responsible for any changes to this information beyond our control.

Problems or Complaints

The property owner cannot accept responsibility for happenings outside of our reasonable control such as breakdowns of domestic appliances, heating, plumbing, wiring, temporary invasion of pests, interference from neighbouring building work or damage resulting from exceptional weather conditions. We will, of course, try to minimise any disruption this may cause to you and are contactable 24/7 in the case of an emergency. Prompt notification is required in order for remedial action to be taken by us.

We also cannot accept responsibility for:

- Any injury sustained by any person.
- Loss of, or damage to, any property brought into the property.
- Cars, which are parked at the owner's risk.
- Disruption of services from utility suppliers.
- Closure of shops, amenities or public transport described in the guide.

Any complaints about the property should be made to us as soon as possible by email to stay@northumberlandholidays.com or by telephone on 01669 627157. No complaints will be accepted or correspondence entered into where complaints are made at the end of the booked period.

Data Protection and Privacy

All personally information given to us at the time of booking will be treated in confidence and will never be disclosed to any third parties. In order to provide an efficient service, your booking information will be stored in our data systems. We would also like to keep you informed about Northumberland Holidays and area via our Newsletter and of any special offers. If you would prefer not to receive this information please let us know.

Breaking of these Booking Conditions

We reserve the right to terminate the booking without refund, if there is a breach of any of these conditions.

Non-availability of the Property

In the event of the property becoming unavailable (e.g. through fire, flood or other natural disaster) the booking is automatically cancelled or ended and we will refund all monies paid. If the booking has commenced, we will refund proportionately any part of the rent for any period for which the property cannot be used. In no event shall our liability to the tenant exceed the rental paid for the property. If you need any further help, please feel free to contact us: stay@northumberlandholidays.com