

## TERMS & CONDITIONS of a booking with STAY NORTHUMBRIA Ltd

The following are our general terms and conditions, please read the specific terms and conditions on each properties web site as some items may differ. Those which are common to all our properties are itemised below:

### ACCESS TO THE PROPERTY

There will be occasions when Stay Northumbria staff, owners or their contracted representatives/trades personnel, will require access to the property to carry out repairs, maintenance, photography, Visit Britain inspections etc. Wherever possible you will be advised as soon as the date and time of the access is known. A member of staff/owner will try to accompany people on their visits, however this may not always be possible. You are assured that particularly trades personnel are usually local, used regularly and personally known.

### BOOKING/PAYMENTS

A booking is only accepted as a contract once a cleared non-refundable deposit is received to our bank account.

Please check the tariff page of individual property to confirm deposit amount, in most cases this is 20% if the total rental

Most major credit/debit cards are accepted. Credit Card payments are subject to a 2% surcharge.

Personal cheques are only accepted when supported by a guarantee card covering the full amount payable.

Company cheques are not accepted.

Cash is accepted, delivered in person.

Full payment must be received at our office, 50 days prior to your arrival, or if you are booking within this timescale full payment will be required on booking.

Funds must clear prior to your arrival - if booking within 3 days you may be requested to pay by cash.

### CANCELLATION & FEES

Cancellations must be made in writing.

A confirmed booking is a legally binding commitment, you are advised to take out the relevant insurances to cover cancellation, illness, and cover of your belongings.

Cancellations made 30 days or more prior to arrival date - loss of deposit., cancellations made within 29 days or later no refund is payable.

For bookings where the arrival date is in June, July & August: cancellation must be made 50 days or more in advance in writing - resulting in loss of deposit. Cancellations within 49 days the full amount is payable.

All payments (less deposit and a £30 admin charge) may be refunded at the discretion of the management should a re-let at the same rate be achieved.

### CHANGES TO YOUR BOOKING

If requested we can make changes to your holiday dates, in the same property, provided that your new dates are available, that you book for the same number of nights or more, and if the request is made more than 60 days prior to your original arrival date. There will be an admin. charge of £20 per change.

A change of Property to another Staynorthumbria property is only possible:-

provided the alternative Property is available, if the changes are made 60 days or more from the start of the original holiday dates, a fee of £35 is recieved.

In the event that Staynorthumbria have to make changes to a confirmed booking (ie. where a property becomes uninhabitable or requires major maintenance work), we will endeavour to make a suitable alternative booking at another property.

If it is not possible to find an alternative, we will refund all sums paid by you. This will wholly satisfy our liability in such circumstances.

### CHECK IN / DEPARTURE

Properties are available to check in from 4 pm : Check out time before 10.00am..

Exception : Clamshell Cottage and Powder house where arrival is by arrangement with the owner and may be from 2pm.

### CHILDREN & PETS

Some of our properties accept children and/or pets, however there may be a lower age limit for children and a maximum number for pets, please check the individual property's web pages/particulars for details.

Pets - See specific clause.

Where grounds are fenced/walled we cannot guarantee them escape proof for either pets or children.

You are requested to Hoover the property throughout and where applicable mop stone, slate and flag floors before departure.

Please do not mop wooden floors, but ensure they have been swept clean.

Exceptions:

Pets are not accepted at Railston Cottage, 179 Main Street, The Penthouse Beadnell, Clamshell, PowderHouse & Harness Lodge. This list is subject to change please check the property's website or ask us for confirmation.

Children must be 14+ at The Penthouse Beadnell.

### COMPLAINTS

Staynorthumbria and its staff work hard to ensure properties are suitably cleaned and tidied for you to enjoy your holiday.

Any difficulties you have during your stay must be reported straight away to the contact designated within your property, this may Stay Northumbria, the owner or a caretaker, so that your reasonable holiday expectations may be met. This is the quickest way of resolving problems that might occur. Problems of a transient nature should be raised straight away as they cannot be rectified after your holiday.

Complaints of a more significant nature must be made to us in writing within 7 days of your departure. We do not have to look at complaints received after this limit.

### CONTRACT

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This **does not** form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent by post or email and on clearance of your non-refundable deposit.

Bookings made by telephone will be confirmed in writing by post, where a late availability booking is made this may be done via email and a hard copy left for you at the property.

### DATA PROTECTION

For the purposes of the Data Protection Act 1998, Staynorthumbria control all personal data provided to us from customers and prospective customers by telephone, mail and email and online bookings. The company will collect certain personal details from you including your name and address and credit/debit card details.

Credit & Debit Card transactions are handled by Sage Pay and these details are not stored on our company computer system. The booking system and payment system are both PCI vetted.

For your holiday to be provided, the company may need to pass on your personal details to Housekeepers and organisations who provide an element of the holiday including, where applicable, the insurance company, your credit/debit card company or bank.

The company would like to store and use your personal details for its own future marketing purposes. This would cover sending brochures or details of promotions to you. We do not sell or pass on our customer records.

Stay Northumbria may from time to time make contact with you by E-mail, post, or telephone for the purposes set out in this clause for a period of 5 years after the end date of the holiday rental. If you do not wish to receive any or all of the communications set out in this clause, please let us know by letter or e-mail. The company is entitled to assume that you do not object to being communicated with unless it receives notice.

Except where expressly permitted by the Data Protection Act 1998, the company will only deal with the personal details you give as set out above. The company has appropriate security measures in place to protect this information.

## **FORCE MAJEURE**

Compensation payments will not apply where we cannot fulfil our obligations to our customer due to circumstances beyond our control. This would mean any event we cannot foresee with all due care, eg riots, war or threat of war, terrorist activity, civil strife, natural or nuclear disaster, industrial dispute, adverse weather conditions, fire epidemic or health risk and similar factors beyond our control.

## **SMOKING**

The whole establishment is fully non-smoking.

## **PARKING**

Vehicles are left at owners risk, each property has allocated car parking space as detailed in the individual properties particulars. We do not have facilities for parking of inflatables, mobile homes, caravans and other "secondary" vehicles. Although limited offsite facilities may be offered, subject to availability.

Exceptions: There is no designated parking at No. 1 Sunnyside Square, Seahouses.

## **BREAKAGES**

ALL breakages must be paid for.

Some of our properties require a good housekeeping bond to be lodged before arrival. See each property's web site for specific details.

Where a bond is required it should be submitted when your balance is paid, preferably in the form of lodging a credit/debit card detail.

Alternatively, please ring us to arrange for a cheque to be lodged as your bond (dated no more than 6 months prior to your departure date) and this should be submitted at the time you pay your balance, or on booking if this is within 50 days of arrival.

Any breakages/damages will be deducted from this bond, where breakages/damages exceed the bond amount, the remainder will be deducted from the credit/debit card on which the balance was paid, or invoiced to you for payment by return, this excess will be refunded in part or in whole where an insurance claim results in reimbursement.

Where no liabilities are incurred, card details will be destroyed, or if lodged by cheque this will be returned in full 14 days after your departure.

As a guide the following list is supplied but over time this may be updated and this list cannot be taken as definitive. Please check individual property's website or contact us for confirmation.

£250 Bond required at: Coastguard Cottage, Taylors Apartment, The Penthouse Beadnell, The Bothy Beadnell, Hastings House, Poachers Retreat, Railston Cottage.

£150 Bond required at: Kipper Cottage, 179 Main Street, The Seashells.

A good housekeeping bond must be received where required to enable occupation of the property. Failure to comply will negate the booking contract and you will be refused admission to the property. Consequently directions to the property and key collection details are only released on receipt of the bond.

## **NOISE**

In consideration of local residents and other guests particularly in courtyard environments, please keep outside noise to a minimum before 8am and after 11pm especially when leaving or returning to the property.

At Hastings House the Hot Tub must not be used between 9pm and 9am.

## **PETS**

Unless stated, well behaved pets are welcome.

Charge is made per pet per stay at £20 per pet.

Pets must not be left in the property unaccompanied, unless crated, persistent barkers will be asked to accompany their owners.

Pets are not allowed on the furniture or beds.

Strict pick up policies apply in the grounds and surrounds.

Pets must be on leads at all times in the grounds. Wet pets must be cleaned off and towel dried before entering the property.

Pets are not accepted at Railston Cottage, 179 Main Street, The Penthouse Beadnell, Clamshell, PowderHouse & Harness Lodge.

This list is subject to change please check the property's website or ask us for confirmation.

## **OCCUPANCY.**

The booking is strictly restricted to the people named on the booking form unless agreed in writing with the owners. At no time should the overnight occupancy exceed the numbers stated in the property's details.

Should you invite guests to the property to visit during your stay, the owners and management accept no liability for them, their belongings or vehicles.

## **GENERAL CONDITIONS / HOUSEKEEPING**

The property will be left clean, well equipped and tidy for you. To allow us to do this we request that you do not arrive before 4pm, although you may of course park your vehicle and explore the area until that time.

Should you discover any item is broken or not functioning you are requested to inform us immediately, contact telephone numbers and hours are displayed in all cottages. In some properties you may be required to contact an owner or a caretaker.

TV's are checked between lets and there are instructions or hand books for other electrical appliances in the property.

We'd prefer to get any problem sorted for you during your stay, so please don't just leave a note on your departure day, as we may not then have time to rectify a problem for the following guests.

You are required to leave the property as you found it. A charge will be made where extra cleaning is required to ready the property for incoming guests, this particularly applies to pungent smells i.e. Wet/smelly dog, kippers, curry etc. Please see the guide in your cottage about the best way to cook kippers.

Whilst Stay Northumbria clean the properties they own with eco-friendly products, it cannot be guaranteed that other products haven't been used by guests. In non-managed properties whilst it is advised that eco-friendly products are used Stay Northumbria have no responsibility where other products have been used by third parties. Stay Northumbria Ltd therefore stand no liability as regards allergies and other possible complaints arising.

## **TRAVEL / CANCELLATION INSURANCE**

We do not provide travel/cancellation insurance ourselves however work with [www.guestfirst.co.uk](http://www.guestfirst.co.uk), who can provide this service to you direct, please visit their website for details and quote "Westfield Farmhouse" when arranging your cover.

## **TERMINATION OF BOOKING**

The management reserve the right to terminate a booking where a condition has been broken, or behaviour affecting other guests is unacceptable.

## **TO MAKE A BOOKING**

Check on-line that your chosen property is available by visiting our website and linking to the on-line availability calendars and selecting the property from the drop down menu or telephone us on 01665 21380, or complete an enquiry form, or email us at [info@staynorthumbria.co.uk](mailto:info@staynorthumbria.co.uk) identifying the property you are interested in and the dates you require.

Once you have ascertained that your preferred dates are available, you may book on line, or telephone us on 01665 721380 to make a deposit payment to secure your booking.

Note that some booking configurations i.e. short breaks starting on dates other than those on the calendar, or booking two properties together i.e. Beadnell Apartments or Cliff House Cottages cannot be booked on line and should be carried out over the telephone 01665 721380

By continuing with an online booking, or signing the completed booking form you agree to these terms and conditions and those on the individual properties' web site.