

HEDGEHOPE COTTAGE, HOLY ISLAND

BOOKING TERMS AND CONDITIONS

Whilst we appreciate that this is your holiday and we would like to make the booking process as pain-free as possible, please take a little time to read through our terms and conditions. By completing and signing the booking form, you are agreeing to abide by the small print, so please flag anything you are not happy with BEFORE signing!

1. A contract between you and the owners (Mr & Mrs N E Wade) will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
2. A non-refundable deposit of 25% of the holiday price is payable at the time of booking. Bookings made less than six weeks before your arrival date must be accompanied by the full amount of the holiday charge.
3. The balance must be paid so as to arrive no later than six weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
4. All cancellations must be immediately notified, preferably by email. If you cancel your holiday more than 6 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 6 weeks prior to the holiday then the full balance remains due and is not refundable. If the property is subsequently re-let for the same week, your money will be refunded up to and including the amount taken for the re-let.
5. **We strongly advise that you take out comprehensive travel insurance.** If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
6. Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
7. The number of persons using the accommodation at any time must not exceed **5** and only those people listed on the booking form can occupy the house. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
8. Bookings cannot be accepted from persons under 25 years of age.
9. We (the owner) reserve the right to refuse a booking without giving any reason.
10. We or our representative reserve the right to enter the apartment at any time to undertake essential maintenance or for inspection purposes.
11. Tenancies normally commence at **3.00pm** unless otherwise agreed and guests are required to vacate the apartment by **10.00am** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. Whilst we employ a professional cleaning company it would be appreciated, as a minimum, if all washing up could be completed before departure.
12. Bedding is provided for all beds with the exception of the travel cot. Guests must bring their own bedding for this. The travel cot will need to be erected by the guests in a

suitable space that works for them as once up, it is difficult to move it to a useable location

13. Towels are not provided as standard, but we are happy to arrange for towels to be available for a small charge. These MUST be pre-booked.
14. Any damage or breakages should be reported as soon as possible to northumberlandstays@gmail.com or on 07962 189397. Whilst we understand accidents happen and we therefore do not usually require recompense, we reserve the right to charge for items that have been wilfully damaged.
15. A front and back door key are provided via a keysafe for your stay. If you lose a key you may be charged to replace it. If you are unable to get into the property due to losing a key, you may have to await suitable tide times for a replacement to be provided.