

**The Small Print****Balances, Deposits & Money**

- **Contract** – The contract with ‘The Northumberland House’ is for a short-term holiday rental. Sub-letting is strictly prohibited. The contract will be entered into when a deposit is received and confirmed when a fully completed booking form is received. Non-receipt of this booking form within 7 days will result in the loss of your deposit. We are legally required to know the addresses of every visiting guest and must be kept informed of changes to contact details, addresses, telephone numbers and e-mails.
- **Provisional Bookings** – We do not normally hold a provisional booking, but may on request hold one for a maximum of 3 days.
- **Deposit** – The appropriate deposit is to be sent with the booking form, paid by electronic transfer or by credit/debit card over the telephone. When a deposit is paid, the person named as the primary contact on the booking form becomes liable for the balance.
- **Balance** – The balance is payable 8 weeks before your stay and any changes to your guest list should be made at the same time. Non-payment of the balance by the due date will be construed as cancellation of the contract.
- **Deposits, Booking Forms & Balances within 8 weeks of arrival** - For reservations made less than 8 weeks before your stay, the booking form must be received within 7 days of paying the whole amount by credit or debit card over the telephone.
- **Payments** – Payments shall be made by credit/debit card or by electronic transfer to ‘The Northumberland House’ bank account.
- **Cancellation** – **You are strongly advised to take out holiday insurance.** If you need to cancel your holiday, we regret that any deposits or balances received are non returnable.
- **Bond** – A good housekeeping bond of £300 will be pre-authorized on your arrival. No money will be taken from your account if these terms and conditions are observed and any damages, breakages, and relevant telephone calls paid for using the honesty pot.

**Party Composition**

- **Greater than 12** – The total number of overnight visitors must be as named on the guest list and not exceed 12 (14 if babies in cots). In the event the maximum number has been exceeded we have the right to revoke the booking without refund.
- **Guest List Changes** – Changes to your guest list must be agreed with us before your arrival.
- **Change of Guests during your stay** – If guests go home and new guests arrive this must be agreed with us and we may refuse. Requests for bedding, toiletries, towels, etc. for new guests cannot be met under any circumstances. Our change over day is usually Friday.
- **Day Guests** – Day guests must leave before 11:30pm and be limited to a maximum of 4 people. The applicant on behalf of the group will be liable for a charge of £50 per person per day for any extra day visitors who stay on after this time or overnight.
- **Age Ranges of the Party** – Our booking form asks for the ages of guests under 25 to be declared. We reserve the right to refuse bookings if we feel the composition of the party is unsuitable for the facilities ‘The Northumberland House’ offers.
- **Cots & High Chairs** – Two of each are available. They are free of charge provided mattresses, trays, etc. are left wiped ready for the next visitors. Bedding for cots remains the client’s responsibility. (All nappies must be disposed of safely and hygienically.)
- **Cars** - Cars visiting the property **must** be parked in the drive and must not exceed 6. Major repairs and valeting are not allowed.

**Guest Behaviour**

- **Allergies** - ‘The Northumberland House’ is designed to be an allergy friendly house and therefore we cannot allow smoking or pets either in the house or grounds. There is also a sophisticated smoke and fire detection system and alarm.
- **Care of Property & Damage** – Guests are legally bound to reimburse ‘The Northumberland House’ for replacement, repair, or extra cleaning resulting from reckless or careless use of the property. The housekeeping bond will be used where applicable.
- **Exclusivity** - For the period of rental, the house will be for the exclusive overnight use of those listed on the booking form.
- **Noise** – Noise levels must be kept at a reasonable level. We value our neighbours and their right to peace and quiet.
- **Garden** – No structures, including tents, may be erected.
- **Fireworks** - Fireworks are not allowed except on November 5<sup>th</sup> and December 31<sup>st</sup>
- **Telephone** – An honesty box is provided for international telephone charges and calls to mobile phones. If costs are not covered, guests may be charged through the preauthorized good housekeeping bond.
- **Robes, Towels, Linen Crockery & Cutlery, etc.** – All items on the inventory and in ‘The Northumberland House’ and grounds remain the property of the owners. Any items missing at the end of your stay are chargeable from the preauthorized good housekeeping bond.

**The Northumberland House Requirements**

- **Right of Entry** – Your privacy and enjoyment is highly regarded and we will make every effort not to enter the property during your stay. However, we must reserve the right to enter the property at all reasonable times for purposes of inspection or necessary repairs and maintenance. During the growing season, the gardener(s) will attend, but will not have access to the house.
- **Safety** – ‘The Northumberland House’ carries Public Liability insurance and has burglar and fire alarm systems. Low level lighting on the stairs is permanently on and will stay on in case of a mains power failure. A fire blanket is available in the kitchen. We have a policy of inspecting all electrical appliances on a regular basis and replacing defective items, plugs, leads, etc. Non-slip mats are provided for use in the bathrooms.
- **Safety of Children** – Children must be actively supervised at all times. In particular, the attic window is a fire exit and therefore does not have a lock; the laundry contains large equipment and must be kept locked; the garden is ungated, contains a raised pond, some substantial boulders and a drop of 3ft at the edge of the lawn.
- **Arrivals & Departures** – The house will be ready for your arrival after 4.00pm and guests are asked to depart by 10.00am. If you arrive early, the house will not be ready. Arrangements can easily be made for guests not planning to arrive between 4.00 & 4.30pm.
- **Out of bounds** – There is no access to the plant room, a dressing room, the western attic and the garage.

**Complaints & Liability**

- **Complaint** – Should there be a cause for complaint then please telephone ‘The Northumberland House’ on **07834 620 669**. If you feel that this has not been resolved or is of a serious nature then this complaint must be made in writing to ‘The Northumberland House’ – Springfield, Longhoughton, Alnwick, Northumberland, NE66 3NT. No complaint will be considered unless it was reported during your stay at the house and written complaints must be received within three days of your telephone call.
- **Liability** – ‘The Northumberland House’ should not be under any liabilities to the client or third parties for any loss or damage arising from breach of contract, negligence, and misrepresentation or otherwise. Should circumstances prevent the property being available, we shall be liable only for the return of payments made directly to ‘The Northumberland House’.
- **Information** – The information in the brochure, our advertisements and our web site has been compiled as carefully as possible. ‘The Northumberland House’ will amend any details that are factually incorrect, within a reasonable time after it is brought to their attention. We have high standards and expect your relationship with us to be clear and professional. We reserve the right to make reasonable alterations to our information and “small print” (terms & conditions) at any time.