

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 fully completed booking form is received and confirmation of deposit is sent to the applicant on behalf of the group. 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 are happy to hold a provisional booking for up to 7 days. An e-mail or telephone call to let us know your deposit and booking form are in the post is required. We will acknowledge receipt of your deposit immediately.
- *Deposit* – The appropriate deposit is to be sent with the booking form or paid by credit or debit card.
- *Balance & Confirmation of Details* – The balance is payable and the confirmation of details is required 8 weeks before your stay. Non-payment of the balance by the due date will be construed as cancellation of the contract. For reservations made less than 8 weeks before your stay, the total amount (deposit and balance) is payable immediately.
- *Bond* – When we request your balance we will remind you about the bond of £240. When you arrive, a credit or debit card will be manually swiped, but not processed unless deductions against the bond are necessary.
- *Payments* – All payments and cheques shall be made to ‘The Northumberland House’
- *Cancellation* – All cancellations made by the client, for whatever reason, shall be made by telephone to **07834 620 669** and in writing to ‘The Northumberland House’. On receipt of notice of cancellation, we will seek to re-let the property for the period of reservation. If this is successful, the deposit and where applicable, the balance will be returned to you less a handling charge of £50 plus any other loss of income. If ‘The Northumberland House’ is unable to re-let the property then all money paid shall be forfeit.
- *Insurance* – We strongly recommend holiday, travel and cancellation insurance to protect against the cancellation for whatever reason of your reservation. A number of companies and insurance brokers can arrange this for you.

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).
- *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.
- *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 8. 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* – A refundable bond of £240 (see above) is payable on arrival by debit or credit card. This is a deposit towards any major damage occurring during your stay. An honesty pot is provided for minor breakages and telephone calls. If the honesty pot is used and there is no damage to the property or excessive extra cleaning required, the bond will not be processed. If there is to be a deduction, we will notify you within 7 days of your departure. In addition to the bond, clients are legally bound to reimburse ‘The Northumberland House’ for replacement, repair or extra cleaning resulting from reckless use of the property.
- *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 5th and December 31st
- *Telephone* – An honesty box is provided and if costs are not covered, call charges will be deducted from the 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 will be charged against your 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 & 5.00pm.
- *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. This must be within three days of the call to ‘The Northumberland House’ – Springfield, Longhoughton, Alnwick, Northumberland, NE66 3NT. No complaint will be considered more than three days after the rental period has ended.
- *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, misrepresentation or otherwise. Should circumstances beyond our control 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 alterations and ‘The Northumberland House’ shall endeavour to inform the client of any such alterations.