

**DOVE COTTAGE, ALLENDALE, HEXHAM,
NORTHUMBERLAND, NE47 9AF
TERMS AND CONDITIONS**

At the time of booking you are entering into an agreement with us. To ensure you are familiar with our Terms and Conditions. Please read our Terms and Conditions below.

Arrival and departure

We ask guests to arrive between 16.00 and 18.00 and on day of departure to leave by 10.00am. To ensure that we are able to welcome you and to conduct a short tour we also ask that you let us know your planned times of arrival preferably 48 hours prior to your arrival date. Arrival time outside of 16.00 – 18.00hrs, we will do our best to accommodate. Please give us a call to discuss and arrange.

Accommodation – bookings

To allow us to confirm your booking a non refundable deposit of 20% of the total value of your booking is required. Full balance payments are required 21 days prior to arrival. Payments can be made either on line using Paypal or by cheque. Confirmation of bookings will be sent once funds are cleared by our bank system. Please note all confirmed bookings are deemed to be legally binding. If a cheque payment is banked and there are insufficient funds to cover payment, any charges incurred plus a handling fee will be charged. The booking will be cancelled. Any bookings handled by a third party (agency) on our behalf may be subject to different Terms & Conditions. For your safety and protection we advise that you check these.

Cancellations of booking

Where accommodation has been booked, in the unlikely event of a guest cancellation or part cancellation we will endeavour to re-let our accommodation. However if this is not possible we will make the following charges. In all cases of cancellations deposits are non refundable. Guests who leave prior to planned departure date, no refund will be paid. We advise all guests to take insurance cover.

Cancellation up to 28 days prior to arrival the 20% deposit is non refundable.

Cancellation between 27 and 21 days prior to arrival 50% of cost is charged.

Cancellation between 20 and 14 days prior to arrival 75% of cost is charged.

Cancellation less than 14 days prior to arrival 100% of cost is charged.

Activities, goods, services, food & refreshments – bookings

50% deposit fee is payable at time of booking (non refundable)

50% balance fee is payable 14 days prior to arrival at accommodation

Cancellations of activities, goods, services, food & refreshments

Cancellation up to 28 days prior to arrival the 50% deposit is non refundable

Cancellation between 27 and 21 days prior to arrival 60% of cost is charged.

Cancellation between 20 and 14 days prior to arrival 75% of cost is charged.

Cancellation less than 14 days prior to arrival 100% of balance is charged.

Cancellations by us

In the unlikely event that we should need to cancel your accommodation we will inform you immediately. All payments will be reimbursed in full. If you choose, we will make every effort to book/reserve comparable local accommodation on your behalf. If there are any additional charges for the first night of your stay we will pay the difference. Please note our liability does not extend beyond your first night stay.

Car Parking

Off road parking is available for guest use. Vehicles are parked at owners' risk.

Changes

If you wish to change any detail of your confirmed booking we will try our best to make the change. However we can not guarantee to be able to meet all change requests. Changes may incur an Administration charge. If a change is requested you will be advised at the time of the request if a charge will be made. Administration charges will not exceed £20.00. Please be aware any amendment will be made at the current price which may differ from the price at the time of the original booking. Please note any changes to dates in your booking may be classed as a cancellation of an original booking and may be subject to cancellation charges. We advise all guests to take out insurance cover.

Compliments & Complaints

We actively strive to ensure everything is as good as it can be. We welcome your comments both positive and developmental. If you do have a complaint then we ask you tell us immediately. Our philosophy is if we know about your complaint, we can do something about it. Equally all compliments are welcome.

Damages & Breakages

We understand that breakages do happen. However you are responsible and liable for breakages and damages which are caused to the accommodation or its contents. Please report any damage or breakages as they occur it is better for everyone if we can act to minimise damage and breakages as soon as possible. A supply of "fault & fix it" forms are available for completion. Normally, we do not charge for breakages but we reserve the right to charge for repair or making good if the damage is significant.

Data

During the course of booking we gather your contact data on computer. We would like to hold and use this to contact you after your departure with news and offers. We never share or sell this information. If you prefer us not to hold this information or contact you please let us know.

Disabilities

If you have any medical problem or disability that may affect your booking please tell us as soon as possible. We aim to ensure our accommodation can accommodate your need. We reserve the right to decline or cancel the booking.

Keys

Upon arrival you will be issued with a set of keys. You have full responsibility of the keys for the duration of your stay. If you lose a set of keys we will charge you £10.00 per set.

Liability

We do not accept any liability for any damages, loss or injury to any guest or their party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

Missing items

We reserve the right to charge for missing items.

Payment

Full payment for accommodation is due 14 days prior to arrival. We accept payment online using Paypal or by cheque.

Pets

With the exception of registered assistance dogs, pets are not allowed in the property.

Prices

We reserve the right to change our prices at any time. This does not affect existing confirmed bookings.

Smoking

Smoking is not permitted in the building at any time. Please note that anyone smoking will be asked to leave immediately and a charge will be made for additional cleaning and deodorising incurred. No refund of monies paid due to early departure will be paid.

Special Requests

Special requests should be made in writing at the time of booking. We try our best to meet your special requests but can not guarantee to always do so. Failure to meet your special request will not be a breach of our contract.

Termination Policy

We reserve the right at our discretion to terminate, without notice a guest booking where deemed necessary through unacceptable behaviour or as a result of actions likely to endanger or offend others. In such circumstances no refunds will be made.

Website and or Brochure details

We aim to ensure that information provided is accurate. However from time to time changes take place and our advertised information is not 100% up to date. This situation is rare and we make reasonable efforts to ensure it does not happen. We take no responsibility for inaccurate information except where it has arisen out of negligence.

The Property

Arrival is after 16.00 hrs on the day of arrival and departure is by 10.00 hrs on the last day.

If you choose to arrive later than 18.00 hours you must inform us. If you fail to arrive by 12 noon of the day following your planned arrival date we will treat your absence as a cancellation by you. No refund of monies paid will be made.

We reserve the right to request a monetary security deposit on arrival. You will be advised if we choose to request this at the time of booking. This will be refunded when you leave, less any costs for breakages or damage if applicable.

You and all members of your party agree to not to use the property for any unlawful or commercial purpose including, without limitation, assigning or subletting it or otherwise allowing anyone to occupy who has not been previously accepted by us. You are responsible to us for the actual costs of any breakage or damage in or to the property along with any additional costs that may result which are caused by you and/or any member of your party. We will request payment from you to cover such costs.

We are entitled at our discretion to refuse to hand over to you or to repossess the property if we reasonably believe you or any member of your party is behaving unlawfully, or if any damage is likely to be caused has been caused or is being caused. These circumstances will be treated as cancellation by you. You must not allow more people to stay in the property than the number as stated in the property advertising literature. Neither can you significantly change the composition of your party during your occupation. If you do any of these things we can refuse to hand over the property to you and/or repossess the property. If we have cause to do so this will be treated as a cancellation by you. No monies will be refunded. We will not be obliged to find alternate accommodation for you.

We always aim to ask your permission and give notice when access is required. Access is kept to a minimum. In most cases it is not necessary. However, you must, if requested allow us or our representatives including workmen, access to the property at any reasonable time during your occupation of the property. Except in the cases of an emergency or where a problem needs to be sorted out immediately and you can not be contacted in time to ask, we are entitled to enter the property without giving prior notice.

With the exception of registered assistance dogs, pets are not allowed in the property.