

# Little

## HIDEAWAYS

### NORTHUMBERLAND

#### Booking terms and conditions

All bookings are accepted on the following terms:

#### The Agreement

1. All bookings are in connection with a property owned and rented by 'Little Hideaways' (the owner). The agreement is between the owner and you.

#### Payment

2. Bookings will be confirmed upon receipt by Little Hideaways of the required deposit payment or full payment as required. A £150 none refundable deposit is payable to secure your booking with the remaining balance 6 weeks prior to your arrival. Unless otherwise stated at the time of your booking. The contract is subject to these terms and conditions. Once you have received confirmation you are liable for the balance payment, 6 weeks prior to your arrival. Payments are taken by bank transfer or cheque and funds must have been received/ cleared before we send you check in details for your stay.

#### The holiday periods

3. The holiday period will commence and terminate on the dates shown on your booking confirmation and you must vacate the property at the stated times.

#### Party Numbers

4. The party numbers the cottages sleep are clearly stated on all booking adverts. The booking will be made for those agreed at the time of booking. Should you wish to change this, please do so in writing or email to us prior to your arrival, providing the number in your party does not exceed the number the property sleeps. If the maximum number of guests is exceeded without prior consent of the owner, the owner has the right to revoke the booking without refund or further liability.

#### Behaviour and use

5. The holiday property must not be used except for purposes of holiday by you and others in your party, for the agreed time and must not be sublet to allow anyone to stay in the property who has not previously been accepted by the owner. The property may not be used for any legal, illegal or commercial purposes. You are obliged to keep the holiday cottage, its fixtures, fittings, furnishings and effects, in the same state of cleanliness and repair and condition that they were in at the commencement of your holiday. The owner must be notified of any accidental breakages before the departure date of your holiday. If the owner is dissatisfied that damage has been caused to the fixtures, fittings, furnishings and effects, you shall reimburse the owner of all such costs to repair damage. The owner reserves the right to revoke the booking where this clause is not adhered to and in some circumstances the owner reserves the right to disallow any further bookings from you in the future.

You must ensure that during your stay, nothing is to cause a nuisance or inconvenience to neighbours or residents occupying nearby properties.

You may not do anything that may adversely affect the insurance of the property.

No parties can be held in any of the properties.

Your occupation of the property is subject to any conditions set by the owner.

Tel: 07974 076 094  
01423 329 137

[www.littlehideaways.co.uk](http://www.littlehideaways.co.uk)

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#### Keys

6. Keys will be issued for the holiday property at the commencement of your stay (usually by way of key safe). We advise keys are left in the key safe when going out for the day.  
Keys must be returned to the key safe on your departure.  
It is your responsibility to notify the owner of any lost keys and a replacement will be found for your stay.  
You will be expected to pay reasonable costs towards replacement keys.

#### Damage

7. You will be responsible for any damage to the fixtures, fittings and effects of the property and expected to replace damaged or broken goods to a similar value and specification, or to notify the owner and pay for damage prior to your departure.

#### Rights of entry

8. You will allow the owner or their agent to access the property (with or without workmen) at reasonable times and on reasonable notice, to carry out maintenance and repairs to the property, or to enter the property in an emergency.  
You will not obstruct or prevent the owner or their agent in accessing the property when required under these terms and conditions.

#### Pets

9. It clearly states in the property particulars and holiday cottage advertisement if dogs are accepted at the property. This must be strictly adhered to.  
Any pets allowed in the property must be kept under strict control, not left in the property alone, not cause a nuisance to neighbours or local residents.  
Pets are not permitted on the furniture or in the bedrooms, the owner has the right to charge for additional cleaning if evidence is found that dogs have been on the furniture or in the bedrooms.

#### Outdoor areas.

10. If the property states it has an enclosed outdoor area, this does not mean it is a secure garden.  
Unless otherwise stated and if no enclosed garden area is mentioned, it is safe to presume there is no outdoor area of the outdoor area is not enclosed.
- 10.a When staying on a working farm it is important to only use guest areas and adhere to any signage.
- 10.b. A working farm indicates there can be moving machinery and livestock in the area. Please be mindful of this.

#### Vehicles.

11. Vehicles and cars are left entirely at the owners' risk and the owners takes no responsibility for vehicles and cars parked in any of the parking bays provided.  
It is your responsibility to only park in the permitted spaces for the cottage you are renting.  
If any parking permits are supplied for your use, during your stay, for any local and town parking areas. It is your responsibility to display the parking permit correctly. The owner will not be responsible for any fines received for customers using the parking permits.  
It is your responsibility to return the parking permit to the cottage after use. Any lost or damaged parking permits will be charged for in full.

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#### Wifi and internet use

12. Where Wifi is stated as available for your use, it does not mean high speed is available. Rural Wifi services can be intermittent and the service that is provided is the best service available for the area.

No guarantee of Wifi can be given in the event of a breakdown during your stay and the owner will not be liable for the service if it is unavailable for any time period during your stay.

#### Deposits and full payments

13. The owner has the right to charge a none refundable deposit to secure your booking. The owner has the right to keep this deposit should you cancel your booking after confirmation or to keep any payment in part or in full should you fail to pay your balance or cancel your booking with limited notice.

#### Complaints

14. Should you have reason to complain or if problems occur during your stay, you should notify the owner and /or agent via the means of contact provided in the cottage so they can remedy or rectify the problem. Should the owner be unavailable, the agent should be called.

If there is an unresolved complaint, it is reasonable to allow the owner or agent to rectify the problem, this includes rights of entry (clause 8)

#### Circumstances beyond our control

15. The owner cannot accept responsibility for any alterations to your holiday plans caused by war, civil war, terrorist action, fire, bad weather, sickness and epidemics, pandemics (rural or urban), livestock, acts of government, rescheduling of airlines and ferries and anything else out of the owner's control.

#### Cots, High Chairs and Child Safety

16. The owner has taken every precaution to make sure that equipment provided for use for infants is fit for purpose and meets the require standard. Any equipment for instant use such as stair gates, travel cots and high chairs should be erected by the guest on arrival and checked they are happy with the safety of the item before it's use.  
Young children should be supervised at all times in garden and outside areas.

#### Data Protection

17. You provide your data for the purpose of booking a holiday with Little Hideaways or its agents, which will be used for confirming bookings, correspondence with you ahead of your stay and any internal marketing purposes. Details will not be knowingly shared with any other parties and kept in a secure environment.

#### Changes to your booking

18. Changes to your booking must be requested in writing or email and the owner will do as much as possible to assist with any changes required, however cannot guarantee a substitute week can be found. The owner has the right to increase or decrease the charges should you request to move your holiday booking to another calendar period where charges may differ to your original booking.

If for any reason the owner or agent has to withdraw the booking or make changes to your booking, all reasonable efforts will be made to find a suitable and similar alternative. If a suitable alternative can not be found, a full refund will be given and the owner will be at not further liability.

These booking terms and conditions shall be deemed as accepted by you upon confirmation of your booking.

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#### **Cancellation policy**

19. A none refundable deposit of £150 is payable on booking.  
Cancellation charges will apply as below:
- 1 week or less – 100% of the booking
  - 2 weeks or less – 85% of the booking
  - 3 weeks or less – 60% of the booking
  - 4 weeks or less – 40% of the booking
  - 5 weeks or less – 30% of the booking
- Outside of these times, only the deposit payment will be payable.

#### **Using your details for marketing**

20. You opt in to our marketing when booking with us. You have the right to unsubscribe and withdraw your details at any time.  
We will only ever send information relating to our business that we think may be of interest and benefit to you.

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