

SPITALFORD

Embleton, Alnwick, Northumberland
www.spitalford.co.uk

TERMS AND CONDITIONS

1. Provisional bookings will be held for one week and confirmed upon receipt of the deposit payment.
2. A booking will be considered provisional until a non-refundable deposit payment of 50% of the rental price has been cleared.
3. The balance payment is due 6 weeks prior to the beginning of the holiday.
Reminders are not issued.
4. Full payment is required for bookings made 6 weeks or less before the commencement of the holiday.
5. Cheque or postal order made payable to **Cottages at the Mill** and send to **Embleton Mill House, Embleton, Alnwick, Northumberland, NE66 3DP**. An on line payment may also be made to Sort code: 20-58-17 A/C No. 03194949. Please notify us when you have made this payment and reference it with your name and date of the first day of your holiday, eg Smith16/02/08
6. Bookings are from Saturday to Saturday. The let commences at 4pm on day of arrival and ends at 11am on departure day unless by prior agreement.
7. Please ring 7 days prior to your holiday to arrange key collection.
8. A "good housekeeping deposit" of £75 will be payable by cheque upon arrival. The cheque will be returned un-cashed within one week of the end of the holiday assuming no deductions are necessary.
9. We are unable to offer holiday insurance. You are advised to take your own policy.
10. In the event of cancellation within 6 weeks of the commencement date every effort will be made to re-let the property and, if successful, the balance payment will be refunded.
11. The property is a non-smoking area.
12. All power and heating charges, bed-linen, towels and bathrobes are included in the rental.
13. One well-behaved dog is welcome, by agreement, but, as part of the letting agreement, we do ask that you are responsible and considerate by:
 - a. keeping the animal under control at all times,
 - b. not allowing dogs to go upstairs, or on the downstairs furniture.
 - c. no animal may be left unattended in the cottage
 - d. the holidaymaker is responsible for cleaning up behind pets inside and outside so no trace of the animal remains.
 - e. the property owner reserves the right to levy an additional charge for any extra cleaning required after the holidaymaker's occupancy.

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14. During the period of the holiday, the holidaymaker undertakes the following:
 - a. that the number of people occupying the property will not exceed the number stated at time of booking
 - b. the property be used solely for the purpose of a holiday by the holidaymaker and his party
 - c. the property must be left in the **same state of cleanliness and repair** in which it is found
15. Please inform the property owner of any inadvertent damage or major breakages immediately, so that replacements and repairs may be carried out prior to the next holidaymaker's arrival.
16. Any personal information collected will be used purely by *Cottages at the Mill* and will not be shared with any third party.
17. If you have any questions at all please feel free to phone me. We believe in the personal touch.

We hope you enjoy your holiday at Spitalford, where we have endeavoured to cater for all your requirements and comforts. If you are dissatisfied in any way please feel able to let us know.

Elizabeth Robertson
01665 576291

cottage@spitalford.co.uk

When your holiday deposit is received these terms and conditions are deemed to have been accepted by you.

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