

Terms and Conditions. North Farm Cottages 2021.

1. An owner booking is made between North Farm Cottages and the name of the person who made the booking.
2. The maximum number of persons allowed at the property is as per the accommodation maximum occupancy. In the event of over occupancy, guests will be asked to leave the property with no refund.
3. Several properties allow dogs, this must not exceed the maximum number allowed in these properties, they must be well behaved and trained and pet owners must read the rules on arrival. Dogs are only allowed in the pet friendly properties and must not enter any other properties/pool entrance area on site.
4. For owner bookings the deposit is £100 (£200 on Granary Stone House) payable within 5 days of booking. Deposits are non non-transferable or refundable.
5. The balance payment is due 8 weeks prior to arrival. There is also a £200 security bond required for Granary stone House and High Hemmel House due at the same time as the balance, this is refunded after departure if no damages have occurred.
6. We accept payments by bank transfer or credit/debit card to head office. We do not sell holiday insurance and we recommend guests purchase their own to cover their holiday.
7. If you wish to cancel your holiday for any reason, please email admin@northfarmcottages.co.uk For holidays cancelled 8 weeks or more before you booking (before the balance has been paid), then guests would lose their non refundable deposit. For holidays cancelled within 8 weeks of the arrival date, you would be liable for the total holiday cost.
8. Arrival time is from 5pm and departure by 9.30am.
9. Wifi – all properties have free wifi, however we have no control over the signal strength. Please be aware that mobile phone signal in rural Northumberland is often poor.
10. Parking – we have plenty parking on site, please be mindful of other guests when parking outside your property – additional cars can be parked in the car park by the swimming pool. We do not allow the parking of large vans, lorries, motorhomes or caravans on site – parking for any of these vehicles off site, must be arranged in advance with the owner.
11. All our properties are smoke free.
12. We reserve the right to ask guests to stop any activity that causes disruption to other guests, if the guest refuses to respect this request, they will be asked to leave the site and no refund will be given.
13. The price of the holiday includes the cost of housekeeping preparing the property for your arrival. The property is fully cleaned and prepared ready for 5pm. Should you find anything you are not happy with please see the list of contact numbers in the guest information folder in your property.
14. We politely request that guests do not mark bed linen or towels with hair dye / make up/ fake tan, as this is often impossible to remove. There will be an extra charge for heavily soiled linen and towels.
15. On departure we expect guests to leave the property in a reasonable state of cleanliness.

wash all dishes or load and switch on the dishwasher / strip all the beds that have been used and put all used linen and towels on the bathroom floor or in the bath / remove all rubbish from the property to the bin store

16. Lost property – there is a standard £10 charge plus postage and packaging for returning lost property.

17. If the property is left with any form of damage to fixtures/fittings, then we will contact guests to cover the cost or contribute to the cost of the damage once it has been evaluated.
18. North Farm Pool – this operates on a preset rota system (copy of rota in property on arrival) The swimming slots are not transferable. Guests must read the rules prior to use and sign a disclaimer form before their first swim. John Manners Ltd (north farm cottages) accepts no responsibility for any damage or harm to self, or property as a result of using the swimming pool. We reserve the right to deny access to the pool of any person who is deemed by the management to have failed to comply with the above rules and safety guidelines. The pool is monitored by 24hr recording cctv.