



Dr Helen Mellor
 Harelaw
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 Mindrum
 Northumberland
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Harelaw Cottages Booking Form

Your details

Name:	
Address:	
	Postcode:
Telephone:	Mobile:
Email:	

Property and dates

Name of property:	
Date from:	Date to:
Number of adults:	Number of children:

Names of others in your party *if under 18

Name	*Age

Payment

Deposit (25% of rental) due now	£
Balance due	£
Total cost of holiday	£

Agreement

I have paid my 25% deposit by BACs or enclosed a cheque. OR in full if the holiday is less than 6 weeks away.

Cheques should be made payable to **Helen Mellor**. BACs payments should be via **Helen Mellor**, Sort code: 54-10-27 Account Number: 30740177. Please use your name as a reference on any BACs payments. If booking from overseas, please contact us for further details.

Name:	Signature:	Date:

Booking form and deposit received	Acknowledgement 1 sent	Balance received	Acknowledgement 2 sent	Comments

Terms and conditions of booking

Contract - The Contract is between HE Mellor and M J Young the owners of Harelaw Cottages and the person making the actual booking (who must be over 18 years old) and all the other members of your party as notified by you. This contract is for short term holiday let only. The contract is only effective once the completed signed booking form is received with the required payment and written confirmation of acceptance has been sent by the owners.

Payment - A provisional booking can be made by telephone or via email but must be confirmed with a completed booking form and a non-refundable 25% deposit must be received by us within seven days. The balance is due 6 weeks before the start of your holiday. For bookings made less than 6 weeks before arrival, full payment is required on booking. We prefer payment by BACS but will accept a cheque. The owners reserve the right to cancel a holiday booking where full payment has not been received in accordance with these terms and conditions. Our prices are fully inclusive. Central heating, hot water, electricity, towels and bed linen are all included. We will also provide a large supply of logs for the wood burning stove. Additional logs can be purchased, if required.

Check In and Out – Due to the Covid19 Pandemic and the introduction of an enhanced cleaning regime, accommodation is available from 5.00 pm on the Saturday of arrival to 9.30 am on the Saturday of departure. The check in and out dates will differ for short breaks, which are also available from September to April. The times, however, will remain the same. During the pandemic there will be contactless check in and out which we will arrange with you ahead of your stay. We will also practice social distancing and expect you to do the same.

Care of the property - You agree to leave the cottage in the same good clean order as you found it and to pay for any loss or damage caused by you, excluding reasonable wear and tear. During the Covid19 Pandemic to help prevent the spread of the disease you also agree to strip the beds and put sheets, duvet covers, pillow cases, towels, bath mats, tea towels and cloths etc into the black plastic bin liners provided, open windows and wipe down all frequently used surfaces, handles and taps with the microfibre cloth and the spray provided.

Number of persons using the cottage booked – There must be no more members in your party than the cottage is designed to accommodate and must be listed by name on the booking form.

Smoking - Harelaw cottages are non-smoking. Smoking in the cottages is not allowed under any circumstances. This includes e-cigarettes.

Right of entry – The hirer must allow the owners reasonable access to the property when required (for example for repairs or maintenance).

Liability – The use of the accommodation and its associated facilities are entirely at the users' risk and no liability can be accepted for death, injury, and loss or damage to users or their belongings including vehicles etc. The owners shall not be liable to you or any other member of your party for any loss or damage to you or your property however caused.

Cancellation – By making your booking our agreement is a legal contract and the deposit is non-refundable. If you cancel after full payment has been made you will be liable to pay the total amount due. However, we will do our best to re-let the property. If we manage to re-let, the re-letting price achieved will be returned to you less your deposit. Any cancellation must be in writing (email is acceptable). Cancellation insurance is not compulsory, but it is strongly recommended, to protect against the cancellation penalty. **If during the Covid19 Pandemic there are Covid19 related Government imposed restrictions such as a local or national lockdown or travel restrictions you will be given the choice of a full refund of any sums you have paid; an option of deferring your stay to a later date or a credit note to use in the future.**

Cancellation by Owners – We reserve the right to refuse any booking or to cancel any bookings already made subject to refunding any sums you have paid in full without further liability on our behalf.

Pets – Pets are not allowed (apart from guide and assistance dogs) as we have abundant wildlife and some livestock.

Amenities – Every effort has been made to ensure that all advertised amenities are available, but no liability can be accepted for any omissions.

Water supply - Like all the outlying properties in the valley, the water supply for the cottage comes from a local spring and is not chemically treated.

Complaints – We will do everything we can to ensure you have a wonderful stay at Harelaw. If you are not happy with anything at all to do with your stay, please let us know and give us the opportunity to fix it.