

LITTLE OWL LODGE Booking Terms and Conditions

1) Bookings - Can be made via the website www.littleowllodge.co.uk on line bookings may be payable in full at the time of booking. For telephone or e mail bookings a deposit of £100 is due at time of booking, (Christmas and New Year bookings require a 50% deposit of the total cost). We will provisionally hold your reservation for 4 days if you require time to forward a cheque. Full payment is due 6 weeks prior to arrival - A reminder will not be sent. Please note your holiday is confirmed once we have issued a written/ email confirmation, we reserve the right to refuse any booking before this is issued. Non Payment of the final balance when due, will constitute cancellation of the holiday and forfeiture of the deposit.

Please make cheques payable to 'Little Owl Lodge', and forward to Mrs Yvonne Wilkinson, East Howle Farm, Lynesack, Butterknowle, Co. Durham. DL13 5QG. Payment can also be made by bank transfer contact us for details.

As soon as you receive holiday confirmation, please check it carefully. Any errors report to us immediately.

2) Occupancy - The number of persons using Little Owl Lodge may not to exceed the maximum number stated in the occupancy details. If the occupancy is exceeded, or if the occupancy includes any un-authorised animals - the owner/ caretaker can refuse to allow you to take possession of the property, or make you leave before the end of the holiday. If this happens we will treat your holiday as cancelled by you, and you will not be entitled to a refund of monies or compensation. *Maximum occupancy permitted only for stays of 7 nights or more, and prior agreement. Sorry but we are unable to accommodate 'Stag' or 'Hen' types of parties, or groups of tradesmen (without prior consent). We do not accept groups under the age of 21 (unless a responsible adult is accompanying them). Under certain circumstances it may be necessary for us to take a refundable deposit (in cash) on arrival. Sorry we are unable to take pets.

3) Cancellation - In the case of cancellation please contact us at your earliest opportunity in writing, (by e mail or letter). Cancellations made within 6 weeks of your arrival will result in the loss of the full amount. We shall use our best efforts to re-let the Lodge and if this is possible we shall refund your monies minus a small administration charge. We would advise our visitors to take out holiday cancellation insurance to cover any eventuality.

4) Arrival and Departures - Guests are requested to **arrive after 15.30 hours** on the day of arrival and to **vacate the property by 09.30 hours prompt** on the day of departure. If possible please let us know your likely time of arrival.

5) Access - The owner of Little Owl Lodge or representative, is to be allowed access to the lodge at any reasonable time during any holiday occupancy.

6) The Accommodation - The weekly prices are for 7nights accommodation from the changeover day Saturday/ agreed. 3 /4 night Short Breaks are subject to availability. Included in the price is heating oil, electric, logs, bed linen and towels, toileteries - shampoo, conditioner, body wash /foam bath / shower gel, and hand wash, cleaning products - washing up liquid, laundry liquid, dishwasher tablets, and multi purpose cleaner. All products are environmentally friendly and cruelty free. Any damages, breakages or mal-function of equipment must be reported to us at the earliest opportunity to enable us to rectify the situation. We reserve the right to make a charge for any serious damage. Little Owl Lodge is strictly Non-Smoking. We would be grateful if you leave the Lodge in the same condition as you found it. If the Lodge is left in an unsatisfactory condition there may be an additional charge.

Wi-Fi internet access is provided in the Lodge, and cannot be held responsible for any disruption of service by the internet provider. Downloading of unsuitable material is not acceptable, this service can be withdrawn at the discretion of the owner/caretaker.

7) Complaints - At East Howle Farm we try to do everything possible to give you a successful and enjoyable holiday in Little Owl Lodge. In the unlikely event of dissatisfaction please report to the owner/ caretaker immediately.

8) Farm Life - Little Owl Lodge is situated in a rural location 1/3 of a mile from the road, with driving access along a maintained farm track, we are surrounded at a distance by other farms - the sights and sounds, (and sometimes smells!) of 'farm life' should be expected.

9) Data Protection - In order to process your booking and to ensure that your holiday arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address and special needs etc.

East Howle Farm take full responsibility for ensuring proper security measures are in place to meet and to protect your information. The information may be provided to security or credit checking companies, public authorities such as customs / immigration / government departments if required by them, if required by law.

We will not however, pass any information onto any person not responsible for part of your accommodation arrangements. This applies to any sensitive information that you give us such as details of any disabilities and any requirements pertaining to disabilities.

Your data controller is East Howle Farm. You are entitled to a copy of your information held by us. If you would like to see this please contact us.