

**EALS LODGE, TARSET, KIELDER
NORTHUMBERLAND, NE48 1LF
Telephone 01434-240269**

TERMS & CONDITIONS

**BOOKING TERMS AND CONDITIONS
FOR USE FOR TELEPHONE BOOKINGS**

1. BOOKINGS

a. By Phone

You can call us on 01434-240269 and we will be only to pleased to check availability and secure a booking for you

b. By E-Mail

E-Mail us on stay@ealslodgebandb.co.uk with your requirements. We will reply within 24 hours

A contract exists when we accept a booking from you. We will accept a reservation when we have received the required deposit from you and we have confirmed your reservation

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should you change the number of guests, dates or room nights, then the rates are subject to change

ARRIVAL & DEPARTURE

Check-in is from 16.00 – 21.00 unless by prior arrangement. Check-in times outside of those specified, must be confirmed by us prior to arrival.
Check out is before 10.30am.

AVAILABILITY

In the rare case that due to unforeseen circumstances we cannot deliver your requested accommodation, you will be offered alternative accommodation or a full refund

CANCELLATIONS

If you have to cancel your booking we will try and re-let your cancelled accommodation but your deposit will not normally be re-funded. In the event of not being able to re-let the accommodation you may be liable to pay the balance due if you cancel within 7 days of the visit date. To make a cancellation you must ring 01434-240269

RIGHT OF REFUSAL

We reserve the right to refuse a guest entry & accommodation if we reasonably consider that the guest is under the influence of drugs, alcohol, is unsuitably dressed or is behaving in a threatening unacceptable manner

DISTURBANCE

In the event of a guest causing disturbance or annoying other guests, we reserve the right to request that the guest leaves immediately. The guest will be liable to the Bed & Breakfast for payment due up to the date of leaving.

DATA PROTECTION

We may process the information you provide to us for the purposes notified by us to the Information Commissioner. By making a booking you consent to this processing of information.

LIABILITY

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking. To the fullest extent permitted by law, all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control

You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss

PAYMENT

Payment is due on the morning of departure. We accept cash, cheques and most credit and debit cards (except Diners & American Express)

RULES

Guests are expected to act in a reasonable manner at all times and respect their, and others, health & safety and give consideration to other guests.
Children under the age of 14 should be supervised by a responsible parent at all times.

SMOKING IS NOT PERMITTED

No pets allowed other than agreed before arrival