

NAME(S):

ADDRESS:

.....

.....

POSTCODE:

DAYTIME CONTACT (including STD code)
NUMBER:EVENING CONTACT (including STD code)
NUMBER:

EMAIL ADDRESS:

NO OF (18 years and over)
ADULTS:NO OF (2-18 years)
CHILDREN:DATES FROM: TO:
REQUIRED:

DEPOSIT:

.....
SIGNED:.....
DATED:**YOUR BOOKING:**

A deposit of £100 is required to secure your reservation.
Cheques to be made payable to:- The Lanton Estate

For bookings less than 8 weeks before the arrival date, payment of your total holiday cost is due on booking. Please also refer to our Booking Terms & Conditions.

Providing the booking can be confirmed you will receive a written confirmation showing your booking details and the balance of your total holiday cost, which must be received no later than 8 weeks before your arrival date.

Upon receipt of the final payment you will receive travel directions and access details to Crook House Cottages.

PLEASE RETURN THIS FORM TO:
Crookhouse, Kirknewton, Wooler, Northumberland, United Kingdom NE71 6TN

TERMS AND CONDITIONS

CROOKHOUSE, KIRKNEWTON, WOOLER, NORTHUMBERLAND

1. YOUR BOOKING

Any booking confirmed by us will be held for a period of 10 days to allow payment of a non-refundable booking fee of £100. The party leader must be at least 18 years of age at the time of booking. Your booking is made as a consumer and you agree that Crookhouse can accept no liability for any expenses, costs, losses, claims or other sums of any description, which relate to any business, howsoever suffered or incurred by you. When Crookhouse issues a written confirmation to you, this signifies that Crookhouse has entered into a contract with you, which is subject to these Conditions. Crookhouse has the right to refuse any booking prior to the issue of your written confirmation, and will tell you in writing and promptly refund any money you have paid us. When you receive your confirmation, the details must be checked carefully. If anything is not correct, you should tell Crookhouse immediately. You will be advised at the time of booking or subsequently in the event of any change in booking details.

2. PAYING FOR YOUR PROPERTY

When you book your property you should pay the amount then due by sending a cheque together with a completed booking form to Crookhouse. Providing the booking can be confirmed, Crookhouse will then send your written confirmation to you as soon as reasonably possible showing your booking details and the balance of your total holiday cost which must be received by Crookhouse no later than 8 weeks before your arrival date. Crookhouse confirms that the prices quoted at the time of booking will not be exceeded.

However, if you book less than 8 weeks before the arrival date, payment of your total holiday cost is due straightaway. All prices quoted in the website or otherwise advised to you include all booking fees, and charges. If any payment you make is not honoured for any reason whatsoever, Crookhouse is entitled to make an administration charge of £25.

3. CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER/THE COMPANY (FORCE MAJEURE)

Except where otherwise expressly stated in these Conditions, Crookhouse shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by Crookhouse to perform or properly perform any of their obligations to you which is due to any event(s) or circumstance(s) beyond the reasonable control of Crookhouse (referred to as "force majeure" in these Conditions). By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, destruction or damage of the property by any cause (other than negligence of Crookhouse) and all similar situations. In appropriate cases (for example where your booking has to be cancelled before departure) Crookhouse will, however, refund to you all monies paid by you for your booking.

No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing an alternative property/accommodation) will be payable in such circumstances by Crookhouse to you.

4. LIABILITY

Crookhouse has no liability for any death or personal injury unless this results from the negligence of Crookhouse or its employees (providing they were at the time acting in the course of their employment). You must take all necessary steps to safeguard your personal property. No liability is accepted by Crookhouse in respect of damage to, or loss of, such personal property except where the damage or loss is caused by the negligence of Crookhouse or that of any employee of Crookhouse (providing they were at the time acting in the course of their employment).

5. IF YOU CHANGE OR CANCEL YOUR BOOKING

(i) Changes

If you want to change your booking once your confirmation has been issued, an administration fee of £25 will be payable to Crookhouse once any change has been made.

(ii) Cancellations

If you have to, or wish to, cancel your booking, the party leader must telephone Crookhouse on the number shown on your booking confirmation as soon as possible. The day Crookhouse receives your telephone notification of cancellation is the date on which your booking is cancelled. All monies will be refunded less the deposit paid. If any payment due in relation to your booking is not paid by the appropriate date, Crookhouse is entitled to treat your booking as cancelled by you. Crookhouse normally sends out a reminder to you before your booking is cancelled.

6. YOUR PROPERTY

You can arrive at your property after 4pm on the start date of your holiday rental and you must leave by 10.00am on the last day. If your arrival will be delayed beyond 8.00pm on the start date of your holiday rental, you must contact the person whose details are given on the location guide so that alternative arrangements can be made. If you fail to do so, you may not be able to gain access to the property. If you fail to arrive by 12 noon on the day after the start date of your holiday rental and you do not advise the person whose details are given on the location guide of your late arrival, your booking may be treated as having been cancelled by you. No refund of any monies paid by you will be made in this situation. You and all members of your holiday rental party agree both to keep the property clean and tidy and to leave the property in a similar condition as you found it upon your arrival. You and all members of your holiday rental party further agree not to use the property for any commercial purpose, including without limitation assigning or subletting it or otherwise allowing anyone to occupy it, who has not previously been accepted by Crookhouse. You are responsible to Crookhouse for the actual costs of any breakage or damage in or to the property - along with any additional costs that may result - which are caused by you and/or any members of your holiday rental party, and Crookhouse can require payment from you to cover any such costs. The Crookhouse manager is entitled at his/her sole and absolute discretion to refuse to hand over to you, or to repossess, the property (which includes the fixtures, fittings, furnishings and decorations) if Crookhouse reasonably believes that any damage is likely to be caused, has been caused or is being caused by you or any members of your holiday rental party. These circumstances will be treated as a cancellation by you. No refund of any monies you have paid in respect of your booking will be made and Crookhouse will not have any liability to you as a result of this situation arising (including for example any costs or expenses you incur due to not being able to occupy the property, such as your incurring the cost of securing an alternative property/accommodation). In this situation, Crookhouse is not under any obligation to find any alternative accommodation for you. You must not allow more people stated in the brochure to occupy the property, neither can you significantly change the composition of the holiday rental party during your occupation of the property, nor can you take your pet into the property unless this has been arranged in advance and is shown on your confirmation. If you do any of these things, Crookhouse can refuse to hand over the property to you, or can repossess it. If Crookhouse does so, this will be treated as a cancellation by you. No refund of any monies you have paid in respect of your booking will be made and Crookhouse will not have any liability to you as a result of this situation arising (including for example any costs or expenses you incur due to not being able to occupy the property, such as your incurring the cost of securing an alternative property/accommodation). In this situation Crookhouse is not under any obligation to find any alternative accommodation for you. Registered guide and hearing dogs belonging to those with visual and hearing impairments are allowed. Customers with allergies should be aware that we cannot guarantee that a registered guide and/or hearing dog has not stayed in their chosen property nor can we accept any liability for any ill effects which may occur as a result of such animals having been present. You must allow Crookhouse and any representative of Crookhouse (including workmen) access to the property at any reasonable

time during your occupation of the property (except in cases of emergency or where a problem needs remedying quickly and you cannot be contacted in time - in these situations Crookhouse is entitled to enter the property at any time without giving you prior notice).

7. COMPLAINTS

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any cause for complaint Crookhouse are most anxious that remedial action is taken as soon as possible. It is essential that you contact the Crookhouse manager immediately if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless Crookhouse is promptly notified.

Discussion of any criticisms with the Crookhouse manager whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the property) cannot possibly be investigated unless registered whilst you are in residence. If you fail to do so, this may affect your entitlement to claim compensation where this would or may otherwise have been appropriate.

8. COMMUNICATING WITH YOU

For the purposes of the Data Protection Act 1998, The manager at Crookhouse is the sole data controller of all personal data provided to Crookhouse by customers and prospective customers. In order to process your booking, Crookhouse needs to collect certain personal details from you. These details will include your name and address and, where applicable, the names and addresses of members of your holiday rental party, payment details and special requirements such as those relating to any disability or medical condition which may affect your choice of holiday property to rent and associated travel-related arrangements (if any) and any dietary restrictions which may disclose your religious beliefs. If Crookhouse need any other personal details, Crookhouse will tell you before Crookhouse obtains them from you. You may also be asked to complete a post- holiday questionnaire, which will include your personal details. Crookhouse also needs to process and store your personal details for its own administration, market analyses and operational reviews. All details you give to Crookhouse at any time (including those relating to any disability or medical condition or your religious beliefs) will be kept, but only names, contact details and any booking preferences will be used for marketing purposes unless you are informed otherwise when you provide the information. Crookhouse has appropriate security measures in place to protect this information. You are generally entitled to ask Crookhouse (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. Crookhouse are entitled under the Data Protection Act 1998 to charge a fee in responding to such a request. Crookhouse promises to respond to your request within 40 days of receiving this in writing and payment of the appropriate fee (if required by Crookhouse). In certain limited circumstances Crookhouse are entitled to refuse your request.

9. LAW

The contract between you and Crookhouse is subject to English law. It is agreed that the Courts of England and Wales will deal with any dispute you may have with Crookhouse unless you live in Scotland or Northern Ireland in which case proceedings may be brought in the Courts of those countries.

10. YOUR RIGHTS

Your statutory rights are not affected by anything contained within these Conditions.