



# The Fuffins Booking Information, Terms and Conditions

Hunting Hall, Beal, Berwick upon Tweed, Northumberland TD15 2TP

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[www.huntinghall.co.uk](http://www.huntinghall.co.uk)

The Fuffins is at Hunting Hall, a small family farm in North Northumberland. It is 8 miles south of Berwick upon Tweed and 5 miles from Holy Island causeway.

The Fuffins is a Georgian cottage which sleeps a maximum of 4 people of any age. There are two bedrooms in the cottage; one has a king-sized bed and the other has two singles.

The price of your holiday includes the use of The Fuffins cottage and garden, electricity, heating, hot water and lighting, logs and coal. Organic cotton bed linen and towels are also provided. Duvets and pillows have feather fillings.

## **Paying for your holiday**

We require a non-refundable deposit of one third of the cost of your holiday on booking. You can pay:

- Online (follow the link on our website)
- By internet banking (please contact Karen for details)
- By cheque made payable to Karen R. Burn.

Please pay the remaining balance not less than three weeks before your holiday begins.

## **Arrivals and departure**

A holiday week at The Fuffins begins on Saturday. You are welcome to arrive at the Fuffins on Saturday any time from 3.30pm onwards but please don't arrive sooner as we clean very thoroughly and will not be finished. Please telephone the farmhouse on 01289 388652 when you arrive in the farmyard so that we may welcome you and show you to The Fuffins.

Departure on the last Saturday must be before 10.00 am.

## **Groceries and Fresh Produce**

The Green Shop in Berwick upon Tweed, 8 miles from Hunting Hall, has a wide range of organic and Fairtrade goods, including all sorts of groceries, fresh fruit and vegetables. You can order supplies for your holiday from the Green Shop (Tel.: 01289 305566). Please arrange for someone from Hunting Hall to collect them in time for your arrival.

There is a small, well-stocked, village shop in Lowick, 2 miles from the farm.

## **Children**

We welcome children of all ages at our cottages and hope they have a wonderful holiday. There are, however, several items in the cottage to make it special. These include antiques, bespoke furniture, ornaments, handmade quilts and floor-length cream curtains. We do ask that children are supervised in the cottage to prevent unnecessary damage. A cot and fireguard are available on request.

There is a small stream and an unfenced wetland area in the Fuffins garden. Young children must be supervised near water at all times.

## **Pets**

We are sorry but we cannot accept pets, though we welcome trained assistance dogs.

## **Smoking**

Smoking is not permitted in any of our cottages or on the farm.

## **Cleaning**

We know how important cleanliness is to your holiday enjoyment, and we take pride in working to exceedingly high standards to make sure your cottage is spotless for your arrival. Please leave the cottage

as neat, tidy and clean as you found it, so we have time to make it exceptional for the next guests, as the people before did for you. We reserve the right to charge a cleaning deposit.

### **Environmental Policy**

Looking after our environment is at the heart of our business. We conserve water and energy and try to make as little adverse impact on the environment as we can – we would ask you to do the same whilst staying with us. We source locally, from ethical suppliers and recycle as much as possible. Please use the recycling bins provided and be thoughtful about lights and water.

As part of our green policy we only make up beds that will be slept in during your holiday. Laundering one set of king-sized organic cotton percale bed linen is a 4 hour process, using a lot of electricity and water. For this reason, we may ask you to specify which beds you will require made up. Please don't ask us to provide sheets for more than one bed per person and waste the earth's natural resources.

We would also ask you to consider greener travel arrangements – we can arrange to pick you up from nearby public transport stops for free. Cycles can be stored in a lockable brick outhouse and may be hired from Heatherslaw Cycle Hire, Ford. Tel.: 01890 820338

### **Terms and Conditions**

#### **Booking**

We will only accept a booking on receipt of a deposit of one third of the cost of your holiday and a completed booking form.

We will not accept a booking for more than 4 guests, including babies or children.

The balance is due not less than three weeks before your holiday begins. If we have not received your balance three weeks before the beginning of your holiday we will assume you wish to cancel and your deposit will be forfeit. We strongly recommend that you arrange travel insurance.

#### **Cancellation**

If you do need to cancel, for any reason, please give more than 6 weeks' notice and, although your deposit is non-refundable, we won't make any further charges. If you cancel within between 3 and 6 weeks of the start of your holiday, we will charge you an additional third of the cost of your holiday. If you cancel within 3 weeks we will charge you the full cost of your holiday unless another booking can be found for the period.

#### **Non-Availability of Accommodation**

We would only cancel your accommodation under exceptional circumstances, for reasons beyond our control. In the event that we are unable to proceed with your booking we will offer you a full refund. Our liability would not extend beyond this.

#### **Damages and breakages**

Please let us know immediately if something is damaged or not working in your cottage and please also let us know if you break anything. We accept the odd breakage and normal wear and tear as part of daily life, but any major breakages, stains or damage caused willfully or through lack of care will have to be paid for.

#### **Liability**

Hunting Hall can accept no responsibility in regards to damage caused while using the cottages or parking areas. We accept no liability for damage to persons or property during your stay with us, except where proven through the negligence of ourselves. We recommend that you arrange travel insurance.

#### **Data Protection Policy**

We will keep your information securely and we will not share your details with a third party, unless it is in order to comply with the law. We do not store any of your information electronically apart from your name and email address. We will only contact you about your booking or to answer your enquiries.

**We look forward to welcoming you to Hunting Hall.**