



The Fuffins Booking Information, Terms and Conditions

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

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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. There are two bedrooms in the cottage; one has a king-sized bed and the other has two singles. We cannot accept more than 4 people.

Paying for your holiday

We require a non-refundable deposit of one third of the cost of your holiday on booking. Please pay by cheque made payable to Karen R. Burn. 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.

Price

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

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.

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.

Groceries and Fresh Produce

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

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.

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.

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.

Pets

We are sorry but we cannot accept pets.

Smoking

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

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.

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 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. We won't 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

We look forward to welcoming you to Hunting Hall.