



Premier Log Cabins and Lodges

Terms and Conditions

Policy Created: 26/02/18

Policy Updated: 12/05/20

The following terms and conditions apply to all visitors and users of this website. By accessing this web site, visitors and users acknowledge acceptance of these terms and conditions.

The owners reserve the right to change these terms and conditions at their sole discretion without notice to users.

In the case of any violation of these terms and conditions, the owners reserve the right to seek all remedies available by law and in equity for such violations.

Copyright Statement

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All imagery contained on <https://logcabinsandlodges.co.uk> remains under copyright from the owners.

General Disclaimer

This website provides information about log cabins and lodges based in Felmoor Park, Northumberland. The user can browse the site to obtain information about the holiday lettings, find the location of the holiday lettings, and to contact the owners of the holiday lettings about any general or booking enquiries.

Separate information is attached for the terms and conditions of booking a holiday letting as well as a disclaimer for the usage of the hot tub, which is to be signed by the residents.

Definitions

“Booking” means the reservation, of accommodation, functions and/or any other services, made with us.

“Client” means you the customer, making the Booking (also “You” or “Your”).

“Online Reservation” means a Booking made via the website.

“Reservation Confirmation Email” means an email sent to you following booking online confirming details of your Booking.

“Terms” means the terms and conditions herein.

“Website” means <https://logcabinsandlodges.co.uk>

Booking Conditions

Check In & Out

The Check-in Time is 3pm, which check-in's are on a Friday or a Monday (unless told otherwise). The Check-out Time is 10am on the last day of your stay, which also falls on a Friday or a Monday (unless told otherwise).

All online bookings made will use Monday's and Friday's for check-in and check-out, special bookings will be provided extra information prior to their stay. Late check-out after this time can be requested subject to availability and will be charged at the discretion of the Owners.

You are required to have a signed copy of the hot tub disclaimer with you on arrival if you have not sent this back via email or post. Failure to do this will delay your check-in, and you will need to fill this out on arrival.

Refunds

No refunds will be given, however guests can rebook at a later date with no extra cost. This does not affect if the booking is in high season or not. For any questions relating to refund, especially during the COVID-19 Coronavirus, please contact Glenda or Keith using the information at the end of this document.

Deposit Collection

£100 has been taken away as the deposit, with the remaining balance to be taken away 8 weeks (56 days) before you arrive to the site. If the booking has been taken earlier than 8 week before, then 100% of the total value of your stay will be taken, which is non-refundable.

Security

When you use your card to make a booking, the same card information will be used to take the remaining payment. Log Cabins and Lodges do not have a copy of your card number or any card information. Stripe.com is our payment gateway provider, which they securely hold your card information when a booking is made. This site has security enabled with an up to date Secure Sockets Layer (SSL) Certificate, which is shown as a green padlock on our website, and our booking provider's website, which is Beds 24 (beds24.com). Any issues with this please contact the owner or the technical provider given at the end of this document.

Damage Waiver Fee

There is a £100 damage waiver fee added to every booking, which covers and damage that happens during you stay. This £100 is refundable back to the card which you have paid on or via Cheque or Bank Transfer, which will be returned after your stay, providing the Log Cabin / Lodge is undamaged.

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your log cabin or lodge during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave. If the damage is not covered by the waiver fee, then we will contact you explaining the damage and extra charges involved. This also includes missing linen from the log cabins or lodges.

Cancellation Policy

Cancellations made less than 8 weeks (56 days) prior to the arrival date will incur a 100% charge and therefore non-refundable.

Making Your Booking

There are two ways of making your booking with us at Log Cabins and Lodges. Either you can:

- a. Book through the logcabinsandlodges.co.uk website, and navigating to the booking section, obtaining a quote which you then agree to pay, and then following the terms above in relation to the payment at the time of booking and payments which are due before your stay.
- b. Ringing or email the owners and asking them to reserve the booking for you, with the information given from the website or what you have been given at the time of the enquiry via telephone or email.

The quote or online reservation requires that you make a payment in full for the booking by the date due stated, or pay a deposit followed by a balance payment, which you will need to make both payments within the specified time periods.

You should carefully check the details of the Quote or Online Reservation before making any payment regarding your Booking, as well as the confirmation email and inform us immediately of any errors or omissions.

Paying For Your Booking

We accept the following methods of payment: credit cards and debit cards – Mastercard, Visa/Delta and Visa/Electron.

On arrival, you must bring along the appropriate ID to prove that you are the person who has made the booking.

Amend your Booking

If you need to amend your Booking you must write to us or email us as soon as possible with your request. We will endeavour to accommodate your request, however please take note of the Cancellation Policy above which may still apply.

If We Cancel or Amend the Booking

We would not expect to have to make any changes to your Booking once it is agreed between you and us, but sometimes problems occur and we do have to make alterations or, very occasionally, cancel Bookings. If this does happen, we will contact you as soon as is reasonably practicable and inform you of the cancellation or the change to your Booking.

If we cancel your Booking, we will refund you any fees you have already paid. However, we will not be liable to refund you for any fees you may have paid to any third party in connection with your holiday (including, without limitation, fees for travel, entertainment, activities or insurance).

Obligations

You agree to comply with the regulations set out in any welcome book or publications and any other regulations reasonably specified by us from time to time and ensure that they are observed by all members of your party.

You agree not to cause any damage to the walls, doors, windows, or any other part of the log cabin/lodge, nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier on site.

You agree to take all necessary steps to safeguard your personal property while staying with us. You cannot allow more people to stay in your log cabin/lodge than expressly authorised, nor can you significantly change the makeup of the party during your stay.

We will treat any of these circumstances as a cancellation of the Booking by you and we shall be under no obligation to refund you for any fees already paid to us in those circumstances. Any refund will be at our sole discretion.

Guest Behaviour

Guests are requested to conduct themselves appropriately at all times. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the site, or cause offence to other guests or members of staff on site.

We reserve the right to refuse accommodation or services or remove you and members of your party from the accommodation if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

Complaints

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

Discussion of any criticisms with us whilst you are in residence usually enables any shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the room) cannot possibly be investigated unless registered whilst you are in residence at the log cabin/lodge. If any complaint cannot be resolved during your stay, you must write to us or email us with full details within 28 days of the end of your Booking.

Limit of Liability

Our maximum liability for losses you suffer as a result of us acting in breach of these Terms is strictly limited to the amounts received by us in relation to your Booking.

We shall not be liable for any losses which are not a foreseeable consequence of us breaching these Terms. Losses are foreseeable where they could be contemplated by you and us at the time your Booking is confirmed by us.

Your Booking is made as a consumer for the purpose of a stay and you acknowledge that we will not be liable for any business losses howsoever suffered or incurred by you.

For the avoidance of doubt, we shall not be liable to you or responsible for any failure in relation to any payments due to the failure of a payment solution provided by a third party; and the rejection of any payment of yours by a third party payment solution provider. This does not exclude or limit in any way our liability for death or personal injury caused by our negligence or for fraudulent misrepresentation; or for any matter for which it would be illegal for us to exclude or limit, or attempt to exclude or limit, our liability.

Law and Jurisdiction

These Terms (including any non-contractual obligations arising under or in relation to these Terms) between you and us are governed by the law of England and Wales and we both agree that any dispute, matter or other issue which arises between us will be exclusively dealt with by the Courts of England and Wales.

Miscellaneous

You may not transfer your Booking or any rights and responsibilities under these Terms to any other person, without our prior written consent. If at any time any part

of these Terms are held to be unenforceable for any reason under any applicable law, that part shall be deemed omitted and the enforceability of the remaining parts shall not in any way be affected by that omission.

These Terms and our confirmation email contain the entire agreement between us and you relating to the Booking and shall supersede any previous agreements, arrangements or discussions between you and us, whether oral or in writing. No representation, undertaking or promise shall be taken to have been given or be implied from anything said or written in negotiations between you and us prior to receiving the confirmation email except as expressly stated in these Terms.

Neither you nor us shall have any remedy in respect of any untrue statement made by the other upon which that party relied in entering into these Terms (unless such untrue statement was made fraudulently) and that party's only remedy shall be for breach of contract as provided in these Terms.

We will not be in breach of these Terms, or otherwise liable for any failure or delay in performance, arising from any circumstances beyond our reasonable control including, without limitation, flood, fire, explosion or accident.

Contact Information

Lodge Owners

Glenda Wilson: +44(0)7970 375344
Keith Wilson: +44(0)7774 710483
Email: info@logcabinsandlodges.co.uk

Site Address: Premier Log Cabins and Lodges, Felmoor Park, Eshottheugh, Morpeth, Northumberland, NE65 9QH

Technical Contact

Jon Waite (Advertise1): +44(0)191 432 6472
Email: hello@advertise1.uk

Address: Advertise1, PROTO, Baltic Business Quarter, Gateshead, Tyne and Wear, NE8 3DF