



Terms and Conditions

General

This is a legally binding contract between the property owner, Alex and Liz Robinson and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property owners representatives includes but is not limited to, their management services team.

The property referred to being Starlight Cabin, 14 Lakeside Dive, Felmoor Park, Eshottheugh, Morpeth, Northumberland, NE65 9QH

Bookings

A booking deposit is payable when the booking is being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the breakage deposit, is payable not less than 6 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 6 weeks prior to the arrival date must be paid in full at the time of booking.

Cancellation by the Holidaymaker

Cancellation of the booking by the holidaymaker should be made by email to: bookings@starlightcabin.co.uk

In the event of cancellation;

- prior to the full balance being due the booking deposit will be non refundable however any monies paid towards the rental value will be refunded.
- after the balance due date, we will attempt to re-let the property and if successful, a discretionary payment may be made. However, we strongly recommend you take out holiday cancellation insurance.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner and their representatives reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner and their representatives are entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's or their representatives' opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner and their representatives reserves the right to refuse entry to anyone, who in the property owner's or their representatives opinion is not suitable to or capable of taking charge of the property.

The property owner and their representatives reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner or their representatives to be unreasonable.

Number of Guests

The maximum number of people entitled to stay at this property is 4. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is prohibited.

Pets

Dogs are allowed in the property subject to the property owner's agreement. All dogs must be house trained and the number and type of dog must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.

Dog breeds listed on the Dangerous Dogs Act are not permitted.

Pets must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The holidaymaker shall be liable for all damage caused by his/her pet or any pet belonging to the holidaymaker's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

Arrival and Departure Time

Every effort will be made to have the property available from 3pm on the day of arrival. The property must be vacated by 10am on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) immediately. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

Fire Safety

There is a strict no barbecuing policy on the site. Barbecues and fire pits are strictly forbidden at the cabin and anywhere on the site. There is a no smoking or vaping policy in place at the cabin including on the decking. Anyone found to be in breach of these rules will be in breach of contract and therefore asked to leave.

Hot Tub Safety

All holidaymakers must read and confirm the Hot Tub Safety Agreement. Any requirement to clean or re-fill the hot tub during the holiday will be charged for.

Park and House Rules

All holiday makers should familiarise themselves with the Felmoor Park and Starlight Cabin Rules attached to the end of this document. These park and house rules should be followed at all times throughout any stay.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately as it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner or their representatives will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Return of Breakage Deposit

Your breakage deposit, minus any deductions, will be returned to you within 1 week of the departure.



Felmoor Country Park - Park Rules

- The use of fire pits / barbeques is strictly forbidden anywhere on the park including at private properties.
- No animals, other than dogs, may occupy Holiday Homes.
- Dogs must be kept on leads at all times when outside of private accommodation.
- Dog owners must clean up any fouling caused by their dog.
- Dogs on the official UK banned dogs list are not permitted anywhere in the park.
- Ball games are to be played only on designated areas and not between Holiday Homes.
- All vehicles should not exceed the park speed limit and should observe any one way system.
- No parking on the grass verges
- Stag or hen parties are not permitted
- Noise must be kept to a minimum between 10pm and 8am

Starlight Cabin - House Rules

- Additional guests by prior agreement only and are not permitted for overnight stays
- Dogs must not be allowed on the furniture or any of the beds
- Dogs should not be left in the property alone
- Dogs should be supervised when on the outside decked area
- Only one car can be parked at the property
- Parking should be restricted to the driveway and not on the roads / grass verges around the cabin.
- No Smoking or Vaping is allowed including on the outside decking
- All used cookware, dishes, cutlery and glassware should be washed, dried and put away on departure.

- Any housekeeping / maintenance issues should be immediately reported on discovery.