

# Mounthooly Bunkhouse

## Terms and Conditions of Use

- 1) The contract of letting is between the Guest and the Owner. Bookings are only accepted subject to availability, to these conditions and by agreement with the Owner. In the unlikely event of a property no longer being able to accept the booking (e.g. some damage to the property following confirmation of booking) College Valley Estates Ltd will offer the guest a full refund. College Valley Estates Ltd will not be liable for any other losses/damages etc. suffered by the Guest as a result of the property being unavailable on the day stated.  
All rents include VAT.
- 2) The responsible person making the booking must be 18 years old or over. This person must be a guest staying with the group.
- 3) Free cancellation for 48 hours, as long as the guest cancels at least 14 days before check-in. After that, guests can cancel up to 7 days before check-in and get a 50% refund.

### Cancellation policy -

- Full refund for cancellations made within 48 hours of booking, if the check-in date is at least 14 days away.
  - 50% refund for cancellations made at least 7 days before check-in.
  - No refunds for cancellations made within 7 days of check-in, or guests that decide to leave early.
- 4) The premises should be left clean and tidy and if cooking utensils, crockery and cutlery are used they should be washed up properly and returned to the kitchen cupboards "as found". Please particularly leave the WC and kitchen areas in a thoroughly clean state and as you would expect to find them in your own home.
  - 5) All rubbish should be taken to the large communal bins at Hethpool. Cans, tins, paper and plastic bottles can be placed into green bags and put into the recycling bins. The nearest glass bank for recycling glass is located in the Black Bull car park at Wooler.
  - 6) Heaters should not be covered at any time. It is a fire hazard and also melts the controls meaning the heater becomes unsafe and needs to be replaced.
  - 7) Letting is from 4.00 p.m. on the day of arrival until 10.00 a.m. on the day of departure unless otherwise stated or arranged. If guests want to arrange alternative times, these must be arranged with the hostel manager at least 2 days prior to arrival. Please strip all used bed linen and leave in porch.
  - 8) The names of all guests staying in the property must be given to the hostel manager in case of a fire. There will be a form to complete on arrival, if not done beforehand.
  - 9) Bookings are made on the understanding that occupancy of the property is for holiday purposes only and is only for the period of time agreed by The Estate and the Guest.  
The Guests rights to occupy the property may be forfeited without compensation if more people than specified in our description
    - attempt to occupy the property.
    - overnight guests are entertained without the Estate's permission.
    - the Guest causes damage, noise, unreasonable disturbance or conduct.
  - 10) If you intend to take part in any activities other than walking or cycling, permission must be gained from the Estate Manager via [Mounthooly@college-valley.co.uk](mailto:Mounthooly@college-valley.co.uk) .
  - 11) Please ensure you familiarize yourselves with fire exits and equipment on arrival.
  - 12) Please report any missing items, breakages or damage to the Hostel Manager. The responsible person who made the booking will be invoiced for any damage, excessive breakages, or additional cleaning if not left in the same condition as when you arrived.

13) We advise that in bad weather you check with us to ascertain the condition of the road before you travel.