



Self-Catering Holiday

Standard Terms and Conditions

Recitals

CTK is Calvert Trust Kielder the trading name of Northumbria Calvert Trust

'We' 'Us' 'Our' is CTK

'Customer' is the person or organisation liable for payment

'You' 'Your' 'Yours' is the customer

'The Parties' are CTK and the Customer

Guest is the person receiving services

'Booking' is contract

1. Booking

On written acknowledgement by us of your booking a binding contract between us will come into existence and the booking becomes subject to the provisions that follow and English Law. We both agree to submit any dispute to the exclusive jurisdiction of the Courts of England and Wales. In all cases these Terms and Conditions form the basis of your contract. Should any part of this contract be deemed to contravene English Law such contravention shall not invalidate the other elements of this contract

2. Payment

The balance of hire payment, minus any deposit paid, is due no later than 30 days prior to the start of your stay. If the booking remains unpaid in full by this date the Trust reserves the right to either apply a 5% surcharge or cancel the booking (see also paragraph 3 below).

It is the person making the booking who is deemed responsible for full payment. In the case of bookings made by Organisations the Organisation is deemed liable.

3. Cancellation

If CTK cancel a booking

CTK may cancel a booking for which the full payment has not been received by the times specified in these terms and conditions. In these circumstances we will apply the cancellation charges as set out below under "If you cancel a booking".

If we have to cancel a booking due to circumstances attributable to us, where applicable, a full refund will be made and neither party shall have any further claim against the other.

If you cancel a booking

If a booking is cancelled the following cancellation charges apply;-

Up to 42 days prior to arrival no penalty

41 to 15 days prior to arrival 25% of the total cost of the holiday

14 to 7 days prior to arrival 50% of the total cost of holiday

Less than 7 days 100% of the total cost of the holiday

If part of a booking is cancelled the above terms apply to the part cancelled.

You must telephone us immediately and at the same time send us by first class mail / e mail (to enquiries@calvert-kielder.com) written notification of cancellation. Your cancellation is effective from the date we receive your written notification. Your cancellation will be acknowledged by us in writing upon receipt.

All guests are strongly advised to ensure that they purchase their own comprehensive travel insurance that includes cancellation, personal accident and personal belongings cover for the duration of their visit.

4. Bookings Include

Chalet, light and heat.

From 1 March to 30 November, access to Centre facilities, including hydrotherapy pool, sauna, dining room, sensory room and bar, all subject to availability.

5. Arrival and departure times

Arrival is from 4pm and departure by 10am. We ask that the chalet is left how you found it upon arrival.

6. Force majeure

We regret we cannot accept responsibility or pay any compensation or make refunds where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to a 'force majeure'.

7. Breakages Damage and Losses

If you break, damage or lose chalet property you should inform reception. Alternatively you may make a note and leave it in the chalet for the housekeeper. All breakages damage and losses will be charged for.

If on arrival you find any broken damaged or missing items please inform reception.

8. Guests

Calvert Trust is anxious to ensure that all guests enjoy their stay. However where a guest causes disturbance to others or otherwise spoils the holiday of other guests e.g. through anti social behaviour, they will be asked to leave. No refunds will be payable.

9. Dogs and Pets

Up to two dogs (no puppies) are allowed in designated chalets only.

- Dog(s) must not be left in the chalet unattended at any time.
- Dog(s) must be kept on leads in the grounds.
- Dog(s) must not be allowed on furniture or beds and suitable protections for carpets should be provided.
- Any “accidents” inside the chalet must be reported to reception immediately.
- Any excess mess in the chalet will be charged for.
- All fouling in the grounds must be bagged and binned.

Failure to observe the above may result in guests being asked to leave the site.

Under no circumstances are dogs allowed in any other chalet.

There is an additional charge for dogs.

Dogs named under the Dangerous Dogs Act 1991 as amended from time to time are not allowed.

Pets other than dogs are not permitted unless prior written agreement has been given.

10. Additional conditions

Only registered guide and registered assistance dogs are allowed in our main centre. Please be aware our staff may ask for proof of registration.

Calvert Trust is unable to accept responsibility or liability for guests' property.

These Terms and Conditions supplement the information provided in the current edition of our brochure available on our website www.calvert-trust.org.uk/kielder.

Should you require this in large print please call 01434 250232.