

Edwin Haven Bed & Breakfast  
5 Edwin Street, Amble, NE65 0EF  
01665 479644/07985028831  
[edwinhavenbandb@yahoo.com](mailto:edwinhavenbandb@yahoo.com)

## Bed & Breakfast Terms & Conditions

### 1. Room

A maximum of two people are allowed in the double room. We are an adult only establishment and nobody under the age of 18 is permitted to stay.

### 2. Dogs

A maximum of two dogs are allowed to accompany you during your stay. You must keep your dog(s) under control at all times. You are responsible for your dog(s) behaviour at all times, except for specified periods of dog sitting/walking (which need to be booked a minimum of 24 hours in advance) during which time we will be responsible. Please see our Terms & Conditions for Dog Sitting/Walking and Sample Contract for further details.

Dogs must be socialised with people and other dogs. They must be friendly and well-behaved. We reserve the right to refuse to accept dogs that are aggressive, destructive, uncontrolled or excessively noisy. They must be free from pests (fleas, ticks, etc.). You will be liable for any costs associated with removing a pest infestation caused by your pet, so a regular flea treatment regimen and worming is recommended prior to your stay. Please seek the advice of your veterinary practice if you have any concerns.

Dog beds, bowls, toys, blankets and towels are available for use, free of charge. You may keep the toys, blankets and towels on departure,

but the dog beds and bowls are for use on the premises only. You use these items at your own risk.

### 3. Arrival and departure

Check-in is available after 3.00pm (15.00) on the day of arrival. We ask that you vacate your room by 10.30am (10.30) on the morning of departure.

### 4. Reservations

Please note our cancellation policy before committing to a reservation. Upon making a reservation, paying your deposit and receiving confirmation of your booking from us, you have agreed to our Terms & Conditions and entered a legal contract with us.

For all bookings we required credit/debit card details to guarantee payment. A deposit of £70 is required at the time of booking to secure your room. You will be sent an email confirming your booking.

Bookings must be made via our website – [www.edwinhavenbandb.uk](http://www.edwinhavenbandb.uk).

The balance due for any remaining bed & breakfast charges, plus any additional services used (dog sitting/walking and/or packed lunches), must be paid on departure.

Payment can be made by cash or credit/debit card.

### 5. Prices

Prices are for the room plus full English breakfast (or other alternative from our menu) and include VAT.

Discounts are available for multiple consecutive nights of occupation. See our website for details – [www.edwinhavenbandb.uk](http://www.edwinhavenbandb.uk).

## 6. Cancellations/Amendments

We are a small business, so cancellations can have a big impact on us. However, we appreciate that unforeseen circumstances can force you to change your plans, and we will endeavour to be as sympathetic and accommodating as possible.

If you cancel your booking:

- More than 14 days prior to your scheduled arrival, we will refund your deposit in full.
- Between 7 to 14 days prior to your scheduled arrival, we will refund half of the deposit.
- Less than 7 days prior to your scheduled arrival, unfortunately we are not able to refund your deposit.

If you wish to amend your booking, please contact us to discuss. If we can accommodate you, we will.

Please contact us by email ([edwinhavenbandb@yahoo.com](mailto:edwinhavenbandb@yahoo.com)) or phone (01665 479644), to let us know you wish to cancel or amend your booking.

Guests failing to arrive, without notifying us in advance, may be responsible for a charge equivalent to the full cost of the booked period.

In the unlikely circumstance that we need to cancel a booking, we will contact you immediately and inform you of the situation. We will attempt to find you alternative accommodation. However, if this is not possible, or is deemed unacceptable to you, then we will refund all payments already made by you in full. Our liability will not extend beyond this refund. We advise that you take out relevant insurance to protect against unexpected costs, such as cancellation/amendment fees.

## 7. Car Parking/Bicycle storage

You can park your car outside in Edwin Street or in the surrounding vicinity. Parking is at your own risk and we will not be held responsible for any damage or theft incurred. We will also not be held responsible for any parking or traffic infractions incurred.

There is a small yard at the rear of the property where bicycles can be stored overnight. However, please note:

- The yard is open to the elements and there is no covered storage area.
- You must provide your own locks to secure your bicycle(s), as well as appropriate covers if you wish them to be protected from the elements.
- The yard is surrounded by an 8ft wall and a locked gate, and there is a motion detecting security light.
- If you choose to store your bicycle(s) in the yard, you do so at your own risk. You are advised to take out appropriate insurance to cover any possible theft or damage to your bicycle(s) while stored at the B+B.
- Access to the yard is via a key held by the proprietor. It is not available 24/7. Therefore, you must make prior arrangements to deposit and pick up your bicycles at an agreed time.

## 8. Damage and breakages

You are responsible and liable for any breakages or damages which you or your dog(s) cause to the accommodation or its contents. Please report these as soon as they occur, especially if you accidentally spill something. It's much easier to clean it up immediately!

We do not normally charge for minor breakages, but we reserve the right to charge for any repair or replacement if the damage is significant.

## 9. Keys

You have access to the house and your room 24 hours a day throughout your stay using a set of keys given to you on arrival. You have full responsibility for these keys for the duration of your stay. Please ensure they are returned to us on departure. Lost or unreturned keys will be charged at £20.00 per set.

## 10. Smoking

Upon making a booking, you agree to our Non Smoking policy, as stipulated by law. Smoking is not permitted anywhere within the house or its environs. Guests who breach this rule may be asked to leave immediately and may be liable for the costs of professional cleaning of the room. Any outstanding balance due for nights booked but not taken due to early departure must be paid in full.

## 11. Liability

We do not accept any liability for damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of their employment.

## 12. Conditions of stay

You agree to abide by our standard rules, designed to ensure that we comply with regulations relating to matters such as fire, and health & safety.

## 13. Accessibility information

For full details, see our [Access Statement](#).

There is one step up from the external path through the front door. The sitting/dining room is on the ground floor. The bedroom and bathroom are on the first floor, accessible via the staircase with

handrail on one side. The house is old and the staircase is relatively steep with a relatively narrow tread width on each step.

Unfortunately, we do not have a lift or other mobility aid to assist with going up or down the stairs. Please bear this in mind when considering whether our facility is suitable for your needs. Please call us to discuss if you have any concerns.

#### 14. Disputes

In the event of a dispute arising, we will endeavour to negotiate a resolution that is acceptable to both parties. If we reach an impasse, we will use an Alternative Dispute Resolution (ADR) provider to assist with the process. At this point, you will be sent by email or letter the name and web address of the certified ADR provider we intend to use and confirmation of our willingness for this provider to settle the dispute. Both parties then have 12 months to submit evidence to the ADR provider before a decision is made. However, if this should also fail and the matter is taken to court, it shall be subject to English Law.

#### 15. Data protection

Any personal data gathered during the course of your booking may be held on a computer. We execute appropriate protection of all personal information involved. We will normally hold your personal data after your visit to inform you of future offers and promotions, but if you do not wish us to retain your information please let us know.