

Edwin Haven Bed & Breakfast
5 Edwin Street, Amble, NE65 0EF
01665 479644/07985028831
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 so, unfortunately, we are not able to accommodate anyone under the age of 18.

2. Arrival and departure

Check-in is available between 3.00pm (15.00) and 9.00pm (21.00) on the day of arrival. We ask that you vacate your room by 10.30am (10.30) on the morning of departure. It helps if you can let us know your arrival time in advance to ensure we are here to welcome you. We may be able to accommodate you outside of these times if required, please contact us to discuss before arrival.

3. Reservations

For all bookings we ask for a, non-refundable, deposit of £24.00 (30% of the first night's stay) to secure the room

Bookings can be made via telephone – 01665 479644 – or via our website – www.edwinhavenbandb.uk .

After you book, you will be sent an email confirming the dates.

The balance for any remaining bed & breakfast charges, plus any additional services used, is due on departure.

The deposit payment must be paid by credit/debit card, the balance due on departure can be paid by cash or credit/debit card.

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.

4. 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.

5. Cancellations/Amendments

The deposit of £24.00 is non-refundable. Therefore, if you cancel your booking at any time, we are not able to return this amount. However, if you would like to change the date(s) of your stay after booking, and we can accommodate you, we will make this amendment free of charge. Unfortunately, if the requested revised date(s) are already booked, and no other mutually agreeable alternative can be found, we must take this as a cancellation.

If you cancel your booking at any time up to 1 day before your intended stay, you will not pay any further penalty. However, if you cancel on the day of your intended stay, we reserve the right to charge you the full price of your booked period. At a minimum, this will be £56.00 (the balance of the first night's stay). If you have booked for longer than one night, we may be able to re-let the room for some or all of the remaining period of your intended stay. In this situation, we will only charge you for the period we are unable to re-let the room.

Our apologies for any inconvenience caused by this, but we are a small business and cancellations can have a big impact on us. We hope you understand. Please contact us to discuss if you have any issues or concerns and we will do our best to assist you.

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

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.

6. Dogs

A maximum of two dogs are allowed to accompany you during your stay. We are a very dog-friendly establishment and look forward to welcoming your four-legged friend(s). Our aim is to provide a home-from-home, where you can relax and de-stress, so we will be as understanding as possible. However, we ask that you keep your dog(s) under control and take responsibility for their behaviour.

We provide dog beds, bowls, toys, blankets, towels and spare poo bags 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.

We expect your dog(s) to be socialised with people and other dogs. They should be friendly and (mostly!) well-behaved. In exceptional circumstances, we reserve the right to refuse to accept dogs that are aggressive, destructive, uncontrolled or excessively noisy.

7. Car Parking/Bicycle storage

You can park your car outside in Edwin Street or other residential streets in the surrounding vicinity. On-street parking is unrestricted and is usually available in Edwin Street, although you may not always be able to find a spot right outside the front door.

There is a small yard at the rear of the property where bicycles can be stored overnight. The yard is surrounded by an 8ft wall and a locked gate, and there is a motion detecting security light.

Access to the yard is via a key held by the proprietor. Access will normally be available anytime between 08.30am (08.30) and 21.00 (9.00pm). However, to avoid delay, it is best to arrange in advance, wherever possible, the time when you would like to deposit and pick up your bicycle(s). You can call us (01665 479644) anytime on the day of arrival, to let us know your ETA and we will check with you daily during your stay to arrange access as you require.

The yard is open to the elements and, unfortunately, there is no covered storage area. We do not have any bicycle locks, so you will need to provide your own if you would like to secure your bicycle(s). We do not have any covers, so you will also need to provide your own, if you wish your bicycle(s) to be protected from the elements.

8. Damage and breakages

Please report any breakages or damages 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

The main entrance to the B+B is your private access to the sitting/dining room and your bedroom/bathroom. There is one key for the front door and one key for your room door. If you would like a second set of keys, to allow for each person to have independent access, please inform us on arrival.

Of course, you have unrestricted access to the house throughout your stay using the keys given to you on arrival. We ask that you take care of these keys and ensure they are returned to us before you leave. We reserve the right to charge for lost or unreturned keys, if appropriate, to a maximum of £20.00.

10. Smoking

Smoking is not permitted anywhere within the house or its environs.

11. 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 handrails to both sides. 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 issues or concerns.

12. Disputes

In the unlikely 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.

13. Data protection

Any personal data gathered during the course of your booking may be held on paper and computer. We execute appropriate protection of all your personal information. We will not share or disclose your personal information with any other party, except where required by law. We will hold your personal data for 12 months after your visit (as required by law), after which time it will be destroyed or permanently deleted. Please see our [Privacy Policy](#) for further details.