



Cancellation policy Northumberland Adventure Centre

This cancellation policy applies between you, the customer/guest/lead party/organisation and Northumberland Adventure Centre, also trading as Deneholme, registered Company number 06856193.

Booking and Payment Process – Version 1 (most self-catering groups)

1. Enquiry → Quote → Confirmation to go ahead → Deposit Invoice → Paid → Stay Confirmed
2. Full Invoice → Paid two weeks before arrival → Departure → No damage → Deposit repaid

Booking and Payment Process – Version 2 (most catered activity groups)

1. Enquiry → Quote → Confirmation to go ahead → Deposit Invoice → Paid → Stay Confirmed
2. Full Invoice with deposit deducted → Paid two weeks before arrival → Departure

1. When enquiring with regards to a stay at the Northumberland Adventure centre and upon agreeing a rental rate and available date, we invoice you, the group coordinator and request a booking and/or damage deposit invoice for either £300 or an agreed percentage of your booking value. Upon receipt of this amount, your booking is confirmed – until then your booking remains provisional. If your deposit is not paid by the deposit invoice due date, we will release your dates again and they are free to be booked by someone else. If your deposit is paid on or before the due date shown on your invoice, then your stay is confirmed!

2. Around 4 weeks prior to your stay we will contact you and confirm whether you would like any extras, your arrival and departure time, your bedroom allocation and to offer our assistance in organising activities during your stay. You will then receive an invoice for the

full rental price agreed upon booking. For a self-catering stay, your deposit will NOT be deducted from this rate, as the booking deposit acts as a damage deposit also and we retain the £300 until after your stay. Your full invoice is due two weeks before arrival. For catered/group stays, we deduct the deposit and send the full invoice due for payment two weeks before arrival.

Cancellation

Your booking deposit of is not refundable, however, if you cancel with more than 6 months' notice, we will refund half of your booking deposit.

If you cancel between 2 weeks and 6 months prior to your stay, we retain your booking deposit, as is industry standard.

If you cancel less than 14 days before arrival, your full letting fee is due, minus the damage deposit. I.e. if your full invoice was for £2000 and your deposit was £300, then you are still due to pay £1700.

This cancellation policy was updated on February 1st, 2020 and is available to all guests and customers from our website at <http://northumberlandadventurecentre.co.uk>

Contact:

Linda Beck, Managing Director

linda@n-a-c.co.uk

01434 618579 / 07971768993