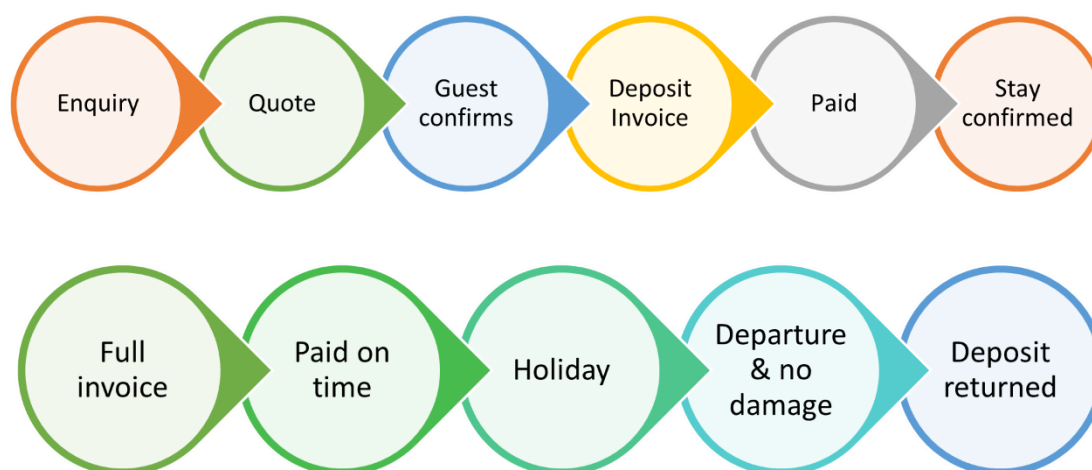


Cancellation policy

This cancellation policy applies between you, the User of this Website or enquiring guest via email or telephone and Dale Holidays Ltd, the owner and provider of this Website and The following properties located at the Market Place, Allendale, Hexham, Northumberland, NE47 9BD: The Dale Manor, The Allendale Bunkhouse, The Dale Cottage and The Dale Townhouse, which are owned and operated by Dale Holidays Ltd, registered Company number 12071001.

Please read this cancellation policy carefully before making a booking with us.

Booking and Payment Process



When enquiring with regards to a stay at the Dale Manor or Allendale Bunkhouse and upon agreeing a rental rate and available date, and after reviewing all the pre-booking information we send and clarifying/answering any questions you may have, we invoice you, the group coordinator and request a booking and damage deposit invoice for £400 (Dale Manor) and £200 (Bunkhouse). Upon receipt of this amount, your booking is confirmed – until then your booking remains provisional. Neither can you insist on the dates to remain available nor can we hold you to paying the deposit – until this payment is made, the entire arrangement is provisional.

Around 6-8 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. Your deposit will NOT be deducted from this rate, as the booking deposit acts as a damage deposit also and we retain the £400/£200 until after your stay. Your full invoice is due two weeks before arrival, which will change to 4 weeks before arrival on April 1st 2023.

After your stay and once we are satisfied that your party has not caused any damage and has not removed any items from the property, we return your booking deposit. Please

provide your bank details (Account name, number and sort code) for this repayment.

The rental rate at the Dale Manor / Allendale Bunkhouse does not drop if the guest number initially agreed reduces. You are booking the property for “exclusive hire”, so you are the only one access to the property.

Cancellation

Your booking deposit of £400/£200 is not refundable, however, if you cancel with more than 6 months’ notice, we will refund half of your booking deposit (£200/£100).

If you cancel between 4 weeks and 6 months prior to your stay, we retain your £400/£200 booking deposit, as is industry standard.

If you cancel less than 4 weeks before arrival, your full letting fee is due, minus the damage deposit. I.e. if your full invoice was for £2000 and your damage deposit was £400, then you are still due to pay £1600.

This cancellation policy was created on February 1st, 2019 and is available to all guests and customers on www.the-dale.co.uk.

This cancellation policy was reviewed but not materially changed on 02/12/2022.