



Desmond House

Middleton-in-Teesdale

Essential holiday information

Arrival and Departure

Arrival and departure day for a full week's holiday is Friday. Please note that where the start date of the holiday or short break is not a Friday, the price will usually fall into the following Friday's price band. Short breaks, where applicable, can start on any day of the week. Desmond house is available for guests by 3 p.m. You will receive full details of arrival time, directions and key arrangements after you have paid the balance of the hire charge. Please do not arrive early, unless previously arranged, as time is needed to thoroughly clean the property between lets. We also ask that you vacate the property by 10 a.m. on departure day for the same reason.

Cots and Highchairs

A travel cot and highchair is available free of charge, but we ask that you bring your own baby mattress and bedding. Cots are only available to children two years or under. Please let us know if a cot or highchair is required.

Parking

There is a driveway adjacent to Desmond house and street parking in front of the property

Short Breaks

We offer short breaks throughout the year and these can be booked for 2,3,4,5 or 6 nights and can start on any day of the week

Electricity and Heating

Electricity and heating are included in the rental cost.

Linen and Towels

Bed linen and towels are provided free of charge. We ask you to bring your own tea towels. If you are using the travel cot you need to bring your own cot linen. If you are staying in a property for two weeks or more, linen, can be changed weekly on request.

Pets

We do not ordinarily accept pets at Desmond House.

Extra Persons

In no circumstances may more than the maximum numbers of persons indicated occupy Desmond House (see Booking Conditions 11). In addition, caravans, campervans and tents may not be parked or erected at the property without the owner's consent.

Cleaning

Desmond House is cleaned thoroughly between holidays. We would ask that you leave the property and its contents clean and tidy (See Booking Conditions 12).

Alterations to Bookings

We may be able to change your holiday week providing you advise us not less than 6 weeks prior to your original holiday start date. This is not always possible, although if we are able to rearrange this for you, a charge of £50 will be made to cover administration costs. No change of dates is operative until the administration fee is paid and written confirmation is sent to you.

Customer Service/Complaints Procedure: Property

On arrival or during your holiday and in the unlikely event that you feel you have a cause for complaint then you should contact the homeowner immediately . it's important that you make contact immediately so that any issues can be quickly resolved. Complaints not reported at the time cannot be entertained subsequently and it is regretted that no correspondence can be entered into in the case of complaints made after you return home when it will be appreciated that it is quite impossible for them to be effectively investigated.

Contact details are given on your confirmation letter and web site. We will do all we can to rectify the matter – if we are unable to do this and in our opinion your complaint is justified We will arrange a full reimbursement of the cost of your holiday or part thereof.

Our liability is limited to the price you paid, except in the case of legal liability for personal damage or injury, for which purpose public liability insurance is carried by the homeowner.