

Vallum Lodge operates under English Law and subscribes to a common code of practice applicable to the UK hospitality industry as recommended by 'Visit Britain' on behalf of the UK travel & tourism industry

### **Reservations**

A reservation will not be deemed to have been made until a (non refundable) deposit and or details of a credit or debit card has been received by us. Where time permits a confirmation receipt will be sent to you.

Any acceptance of a booking for accommodation is done so with this condition and forms part of a contract. If this is abused in any way we reserve the right to ask the guest to leave immediately and we further reserve the right to recover all costs incurred in the cleaning of rooms, soft furnishings, fabrics etc to due to any smoke damage howsoever caused.

### **Arrival**

Arrival - please arrive whenever possible between 4 pm and 6 pm. If you wish to arrive outside of this time please let us know.

**Departure** - we ask that rooms are normally vacated by 10 am on your last day so that we can have time to make the rooms ready for new guests arriving.

### **Payment of your Account**

We accept cash and all major debit and cards with the exception American Express (Amex ). Debit card payments are free, credit card payments incur a charge of 2% on the account balance with a minimum charge of £2.00.

### **Cancellation of Booking**

Bookings are subject to our Terms & Conditions.

Below is a summary of our cancellation policy - which is terribly unimportant unless something unforeseen befalls you. We recommend You consider insuring against the possibility of incurring cancellation charges.

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

If you cancel more than 30 days before your intended check-in date, then your booking deposit will be retained. (Your booking deposit is 'non-refundable' but we will always do our best to accommodate your needs should they change)

A 50% non refundable deposit is required on making your reservation.

If you cancel at any time within 30days of your intended check-in date, you will be required to pay for the duration of your intended stay.

If you fail to arrive at Vallum lodge to take up Your booked accommodation ('no-show') then you will remain liable for the total cost of Your booking.

If you are concerned about cancellation you are advised to take out travel insurance In the unlikely event that a booking has to be cancelled by us we will refund all monies paid and do our utmost to find you alternative quality accommodation in the area.

### **Special Diets**

We usually can accommodate special diets with a little help from you. Advance notice is required so that we can make any preparations. Prescription foodstuffs such as gluten free bread should be notified in advance. We do not normally make any additional charges for special dietary needs, but reserve the right to make additional charges for additional costs incurred.

**No Smoking**

In consideration to all of our guests and to comply with the law, Vallum Lodge is totally non smoking.

**Larger Print Size**

If you require a larger print version of our terms and information please contact direct

**Parking**

Vallum Lodge has parking spaces for up to six (6) vehicles. Parking is at the owners own risk whilst guests are staying with us.

**Sale of Alcohol**

Vallum Lodge has license to sell alcohol to guests, we offer a comprehensive range of wines spirits, locally made beers & ales and a range of soft drinks and snacks. There is a dedicated guest lounge area to relax in and an outside area to where you can take in the stunning views. Due to licensing laws, only alcohol purchased from Vallum Lodge is permitted to be consumed on our premises.

### **Access Statement...**

Vallum Lodge is committed to ensure an appropriate accommodation service for prospective guests with disabilities. We welcome any enquiries from guests with disabilities so we can discuss their needs and all reasonable attempts will be made to meet these.

Enquiries using email are available as an alternative for the hearing impaired.

Assistance with luggage is available

All rooms have remote control digital TV which also incorporates radio reception.

All rooms have hot beverage facilities with a variety of teas, coffee & herbal infusion available.

Mobile phone coverage is average for most networks.

Our breakfast menus can be available in large print, with prior arrangement and/or can be described verbally.

Most special dietary requirements can be catered for with advanced notification.

People with nut allergies should be aware that we do use nuts in the kitchen.

All areas of Vallum Lodge and gardens areas are non smoking.

All guest bedrooms are en-suite.

All guest bedrooms are fitted with smoke detectors.

The fire alarm are fitted through the building - please see emergency evacuation details in each room.

When checking in please advise us if you need assistance in the event of an emergency.

Emergency information can be communicated verbally on request.

The nearest train station is 4 miles away in Haltwhistle town centre.

There are two small taxi firms near Haltwhistle train station; alternatively, the bus stop is adjacent to the station and a number AD122 (seasonal) bus stops 200yards from Vallum Lodge.

Taxis can be booked for guests but it is advisable to do so in advance due to our rural location.

Haltwhistle town centre is about 4 miles away and AD122 (seasonal) bus can be caught about 400 yards away.

Haltwhistle has shops and these include a chemist, small super market, banks with ATMs as well as other shops. There is a petrol station at both Bardon Mill (approx 2miles) and Haltwhistle (approx 4 miles).

## **Vallum Lodge General Information**

We do hope all our guests have a comfortable stay with us at Vallum Lodge, with this in mind we do ask people, before they book, to discuss any issues with us, whether it is about access, special dietary requirements or anything else they may be concerned about.

The surrounding area has numerous opportunities to be active, with excellent walking and cycling routes to suit all abilities. Likewise the openness of the countryside, peacefulness, and fresh air enable those wishing to have a restful holiday to be equally contented.

Close to an exceptional section of the best preserved original stone ramparts on Hadrian's Wall, the house is situated right on the Cumbria / Northumberland boundary, halfway between the towns of Haltwhistle and Brampton.

Only a short walk away from Steel Rigg and the highest point along the wall, we are ideally situated to explore this beautiful scenic part of the North of England, including the North Pennines ANOB, Eden Valley and Allendale. We are easily accessible to Carlisle and the M6 to the West, Newcastle and the A1 to the East.

## **Accommodation**

All our bedrooms are en-suite and cosy and comfortably furnished, but are not large. Guest bedrooms provide accommodation for one or two persons.

All of our rooms have crisp white cotton bedding, freeview digital television, hair dryer and hot drink making facilities, as well as a supply of toiletries, fluffy towels for your personal use.

Prices are per room per night (including full English breakfast). We reserve the right to charge a supplement per night for single occupancy of a double or twin room.

Breakfast is normally served in the breakfast room between 8.00am – 8:45am.

Wherever possible we use as many locally produced products as we can source. We continue to monitor issues involving fairtrade, environment, sustainable and quality farming practices when making decisions on suppliers and produce purchases.

Local beers are supplied by a local Brewery, who produce a range of bitters and ales with a traditional twist and award winning quality.

Free range eggs are supplied by our hens which are free to roam around our grounds.

Evening meals are available at the local public house "The Twice Brewed" which is situated approx 200yards from Vallum Lodge.

Packed Lunches are available

We do not accept dogs

