

REA BROTHERS (DEVELOPMENTS) LTD
93a GREY STREET APARTMENTS

REGISTERED OFFICE

Ridgely Drive
Ponteland
Newcastle Upon Tyne
NE20 9BL

TEL/FAX :- 01661 820462

MOBILE :- 07766 008498

TERMS & CONDITIONS

BOOKING

Reservations are confirmed upon receipt of payment in full. A deposit of 50% can be made up to 28 (twenty eight) days prior to occupation, however the balance is payable in full by that date in order to secure the reservation. Failure to do so may result in the loss of the booking and the relevant deposit. For online bookings, full payment required at time of booking.

CANCELLATION

If you cancel your booking within 28 days of the scheduled check in time as stated on your booking confirmation you will be charged the full amount of your booking. If you cancel your booking more than 28 days prior to your scheduled check in time as printed on your booking confirmation then you will be charged fifty percent of your booking.

RATES

All rates quoted are inclusive of VAT and are inclusive of all services i.e. weekly cleaning, laundry, all linen and towels.

Provision of a telephone and internet access is not included but can be arranged by separate negotiation dependant of length of stay.

METHOD OF PAYMENT

Payment can be made in cash, cheque and all major credit and debit cards, however, cleared funds must be received at least 28 days prior to your check in date.

Where payment is made by either cash and or cheque then a cash security deposit will also be required to the value of the booking. This is to ensure us against any loss, damage or disruption.

CHECK-IN/CHECK-OUT PROCEDURE

Guests may check into the apartments from 14.00H on arrival and check out no later than 11.00H on departure.

Late departure may be arranged at a small extra charge dependant upon circumstances and at the discretion of the management.

Identification of all guests must be produced on arrival for security against loss or damages but more importantly for health and safety in the event of a fire etc.

LOSSES OR DAMAGES

The management will not be held responsible for the loss or damage to guests and or their belongings.

All keys must be returned on departure, failure to do so will result in a charge of £95 to the guest(s).

The apartments and their contents will be checked by way of an inventory both before and after occupation and any subsequent loss or damage will be charged direct to the guest(s)

GROUP BOOKINGS

Photo ID will be required by ALL guests upon arrival.

A cash deposit must be paid on arrival for any group booking.

The amount paid will be the equivalent to the value of the booking.

On departure all monies will be refunded to the guest(s) minus any loss or damages. All deductions will be agreed by the management and guest(s). This is to guarantee us against any loss, damage or disruption.

INDIVIDUAL / FAMILY BOOKINGS

Photo ID will be required by all guests upon arrival.

A pre-authorized debit / credit card will be required upon arrival and or a cash deposit paid to the management.

This is to ensure us against any loss, damage or disruption.

OCCUPANCY

All the apartments have one bedroom, accommodating two people, some of which are able to accommodate two adults and two children (double sofa bed situated in the living room).

ACCESS TO PROPERTIES

The management reserves the right to enter the apartments at any time in the event of an emergency situation. Where possible attempts will be made to advise the guests in advance of this event. The guests will have the right to inspect documentary evidence of any such incidents.

PETS

No pets allowed except in the case of guide dogs.

SMOKING

Smoking is strictly prohibited in all apartments and communal areas of the building.

Your statutory rights are not affected by the Terms and conditions.