

Warksburn Old Church

Booking Terms & Conditions



Thank you for making a booking at Warksburn Old Church. We are delighted that you have chosen to stay in our luxury Passivhaus in the heart of rural Northumberland. We have made a substantial investment to create this Net Zero home for guests to enjoy.

This property is privately owned and is the result of a cutting-edge design and construction programme, blending a 19th Century heritage building with 21st Century technology. We therefore request all guests to treat the property with the same respect that they would give their own home, whilst of course enjoying the facilities to the full.

- Given the nature of the property, we can only accept bookings from parties with children under 5 years of age by prior agreement.
- We regret we cannot accommodate pets.
- We do not accept bookings for stag or hen parties.

Bookings are subject to the following terms and conditions:

General

- A rental agreement forming a contract between you (the guest/guests) and us (the owners) comes into existence when we receive the first payment from you, and an online or emailed booking confirmation is issued showing your confirmed holiday dates. This document sets out the terms and conditions of the rental agreement contract.
- When making a booking, you are asked to let us know total number of persons in your party.
- The maximum number of persons occupying Warksburn Old Church ("the property") must not exceed six, and only members of your party can occupy the property. If you wish to invite additional persons to visit you during your stay, for instance for lunch or dinner, that's fine, but please let us know.
- You are welcome to have members of your party join you for only a portion of your stay (for example, friends staying for two nights of a five-night booking), provided the total number of guests sleeping at the property never exceeds the maximum occupancy of six.
- Bookings cannot be accepted from persons under eighteen years of age.
- You may under no circumstances re-let or sublet the property.
- We shall not be liable to you or your party for loss or damage to your property, possessions, or belongings, however arising.
- Please report any problem or complaint immediately and directly to us/our representatives, to allow us the opportunity to resolve it as soon as possible.
- Non-compliance with these terms and conditions will be considered as a breach of the rental agreement. In case of such breach we will endeavour to resolve the situation amicably, however we reserve the right to terminate the booking with immediate effect and without a refund.

- We reserve the right to refuse a booking without giving any reason.
- The rental agreement contract binds you (the lead booker) & all the members of your party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions.
- Failure to disclose all relevant information when making a booking or failure to comply with these terms may lead to termination of the contract and loss of the booking.

Payments

- A 30% deposit of the holiday cost is payable at the time of booking.
- The balance due is payable no later than 60 days before your arrival date, or immediately if your stay commences within 60 days of booking. When the balance becomes payable, we will email you in good time stating the due date for payment of the balance, and with instructions on how to pay it. If we do not receive the balance due within a reasonable time, we reserve the right to cancel your booking in line with the cancellation policy set out below.
- We also charge a fully refundable £250 damage deposit. This will be refunded to you in full within 7 days of your departure, assuming no damages have been caused.

Cancellation Policy

The balance must be paid no later than sixty days before the commencement of your holiday, or immediately if your stay commences within 60 days of booking. All cancellations must be notified in writing, by email to the address provided by us when confirming your booking, and once received we will confirm the cancellation.

You remain liable for a percentage of the booking cost when a cancellation is received, as set out in the table below.

- More than 60 days: 5% of the booking cost
- 45 to 59 days: 40% of the booking cost
- 30 to 44 days: 50% of the booking cost
- 15 to 29 days: 75% of the booking cost
- 3 to 14 days: 90% of the booking cost
- 0 to 2 days or 'No Show': 100% of the booking cost

If we are successful in securing a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.

We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

If we ever have to cancel a booking due to *force majeure* or circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund in full all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.

If our property must close due to government-imposed restrictions such as public health lockdowns, or you cannot travel because your home address is put into local/regional/national lockdown for your holiday dates, you will be refunded in full.

Cleaning, damages and repairs & maintenance

- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs, or for inspection purposes.
- **Smoking or vaping is not allowed in the property.** Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and rectification of any damage caused, and/or extra cleaning, will be at your expense.
- **Additional cleaning.** We reserve the right to make a charge to cover additional cleaning costs if guests leave the property in an unacceptable condition.
- **Damage deposit.** In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A damage deposit of £250 is required and will be collected as specified above. The deposit will be returned within 7 days of the end of your holiday, less the cost of damage/breakages.
- **Damages and breakages.** Please treat the facilities & accommodation with due care, so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If any damage or breakages occur during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday, you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
- If damage occurs to the extent that the required repairs force us to cancel and/or refund subsequent bookings, we may bring a claim against you for any loss arising as a result.

Parking and EV charging

- Please park your vehicles in the designated parking area. Parking is limited to 3 vehicles. We provide two “zappi” 7kW EV charging points with Type 2 connectors for guest use only. We currently make EV charging available at zero cost for guests during the overnight off-peak hours, but reserve the right to make a financial charge for EV charging in the future. If we are offering complimentary overnight EV charging at the time you place your booking, we guarantee that this service will remain free of charge for the duration of your stay.
- The on-site charge points are exclusively for charging cars belonging to persons in your party.
- We do not guarantee charge point availability and unavailability shall not constitute a breach of our booking contract.
- Use is at the EV owner’s or driver’s own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the charger unless the damage was caused directly by our negligence.

- You shall be responsible to us for any damage to the charging points or loss suffered by us caused by your use of the charging points.
- **EV chargers which plug into the domestic electricity supply (commonly known as a ‘granny charger’ or a ‘trickle charger’) are not suitable for use at the property and are strictly forbidden.** You are liable for any damage or loss suffered by us due to your unauthorised use of such chargers.

General House Rules

- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Please remove outdoor shoes before entering the property.
- Please ensure the doors are locked and the windows closed when you leave the property unoccupied.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- All inventory items (e.g. cookware, tableware) must not be removed from the property.
- Wi-Fi and internet access is provided for guest use. You agree not to use these services for any unlawful purpose.
- Fireworks, Chinese lanterns, firepits, candles, portable barbecues, and any other fire hazard are prohibited.
- If you wish to use the services of a third-party supplier (e.g. a chef, beauty treatments) please agree this with us beforehand. We are happy to provide recommendations for high quality local specialists you may elect to use. If you bring a third-party supplier into the property without our prior consent, we reserve the right to ask them to leave. We do not accept liability for the activities of any third-party suppliers.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons in your party (or your guests) may impair the enjoyment, comfort, safety or health of others. You will be asked to leave the property, without any refund of the rental amount paid.

Photography, Filming, and Content Creation

We understand that guests will want to take private photographs and videos of their stay for personal use and non-monetised social media sharing. Indeed we encourage you to do so, and to share our website and via your social media channels.

Professional and Commercial Enquiries: Warksburn Old Church is a spectacular location for professional film, television, and high-end editorial photography. We warmly welcome enquiries for location hire. These must be arranged in advance via a formal Location Hire Agreement, which includes industry-standard insurance and agreed day rates.

Unauthorised Commercial Use:

The use of the property as a location for commercial, professional, or monetised content creation without prior written consent is strictly forbidden. This prohibition includes, but is not limited to:

- **Unauthorised Commercial Shoots:** Any session involving professional equipment or crews for brand promotion or advertising not disclosed at the time of booking.
- **Monetised Social Media Content:** The creation of content intended for publication on subscription-based or monetised platforms (including but not limited to OnlyFans, Patreon, Fansly, or sponsored 'lifestyle' brand endorsements).

Breach of Clause: Any guest found to be using the property for unauthorised commercial filming or monetised content creation will be liable for a retrospective location fee of £5,000.

Right of Entry and Termination

The owners or their representatives reserve the right to enter the property at any time for maintenance, safety inspections, or to investigate a suspected breach of these terms. We reserve the right to terminate the rental agreement with immediate effect and without refund in the event of unreasonable behaviour, illegal activity, or a breach of the "Unauthorised Commercial Use" clauses.