



Stay Northumbria Limited,
The Summerhouse,
Westfield Farmhouse, Seahouses,
Northumberland NE68 7UR
Email: info@staynorthumbria.co.uk
web: www.staynorthumbria.co.uk

WHAT IS A GOOD HOUSEKEEPING BOND AND WHY IS IT REQUIRED.

Many of our properties cater for large numbers and/or are of a very high quality with high value furnishings and equipment. In order that owners are not out of pocket should accidental damage/breakages occur a good housekeeping bond (GHB), sometimes called a security deposit, is required to be lodged with us during your stay. The amount of the GHB reflects the insurance excess that an owner would be required to pay should a claim be made. It also covers for extra cleaning, pet damage, smaller breakages or replacements which may be required in order to prepare the house for following guests (see terms and conditions).

Where a GHB is required it is identified on the property's entry on our website www.staynorthumbria.co.uk or www.northumberlandcottages.com under "special notes" in the description of the individual property, it is also identified on the booking confirmation paperwork/email which you will receive confirming your booking.

HOW DO I LODGE THE GOOD HOUSEKEEPING BOND.

If you pay for your holiday on a debit or credit card, the card detail will be encrypted by our booking system and the encrypted detail held by our processing house SagePay and Barclays Merchant Services (Stay Northumbria do not retain your card details).

Just as hotels take a card "swipe" when you check into the hotel, we electronically instruct SagePay/Barclays Merchant Services to "swipe" a pre-authorisation for the GHB amount on your card a day or so before your arrival, if the property is then vacated in a condition complying with our terms and conditions the pre-authorisation is cancelled after your departure and the property is checked.

Please note :

- pre-authorisation of the funds does not physically take the money from your card, however the funds will be ring-fenced and will not be available to you for the duration of your stay. Therefore, if you wish to use a different card for the GHB you are welcome to do so, but must provide the details of the alternative card to us by telephone on 01665 721380 at the time you pay your balance.
- Directions and key collection details to the property will not be released until the GHB information is in place.

If you have any questions about lodging a good housekeeping bond or do not have a credit/debit card on which to lodge the bond, please give us a call to discuss it with us on 01665 721380.