

## Terms and Conditions - Campden Yurts

Please do read the following:

We want all our visitors to enjoy their holiday. We are not a party venue and do not cater for raucous lively parties – quiet, sensible ones maybe!

### **About your Stay:**

**Insurance:** We recommend that ALL guests take out holiday cancellation insurance.

**Arrival:** Access to the site and your yurt is from 4pm – 8pm. It will not be possible to have access before this so if you arrive early, please make use of the time and explore Chipping Campden.

**If you plan to arrive after 8pm, please let us know** via phone or text – thanks. On arrival please ensure you read the ‘Welcome and Safety Guidelines’ in the folder in the yurt. We would appreciate it if you remove outdoor footwear before entering the yurt and place them in the storage box.

**Departure:** Please leave the site by **10.30am**. The cook hut will not be available after 10am as we start cleaning this ready for the next guests. You are kindly asked to leave everything in a clean and tidy condition and wash/dry up/return all items before you leave. Thank you. If you are opting for a late check-out on the Sunday, check-out time is by 3pm. If you are aware of any breakages/damages, please notify us BEFORE you leave the site.

**Dogs/Pets:** We do not allow dogs or other animals on site as we have free-range chickens and are surrounded by farms with sheep and other livestock. Dogs are only permitted in exceptional circumstances and by prior agreement. Owners must keep them on a lead at all times and clean up any mess. We charge £20/dog to cover extra cleaning.

**Cars/Parking:** Please enter the site at the top gateway and leave by the bottom gateway – and take extra care as you drive out as visibility is limited and you are joining a road.

**Noise:** Although we do not have any direct neighbours, sound does travel at night so we ask that noise be kept to a minimum in the evenings with a **Quiet Site Policy after 10pm** (this means no shouting, no music or playing of instruments or unreasonable noise that would disturb other guests/neighbours). If you have booked the whole site, we are prepared to be more relaxed, so long as it does not disturb us (we live on site) or our neighbours.

**Smoking:** Please note this is a **non-smoking/non-vaping** site. Please do not smoke or vape in or around the yurts, the bathrooms, utility or in any of the communal areas. Anyone smoking/vaping in these areas will be in breach of our Terms and Conditions and will be asked to leave the site, forfeiting a refund. If you do need to smoke/vape, please do so in the car park area.

**Campfires/firepits:** Please keep campfires small and manageable and only in designated areas. Please use the metal buckets to keep water nearby in case of accident. Please make sure fires are out or covered before leaving them. For your safety and that of the property, we reserve the right to ban fires during very windy or drought conditions. Guests found ignoring these rules may be asked to leave the site, forfeiting a refund. Wood is available to buy here.

**Yurt Fire safety:** No candles or oil lamps are permitted in the yurts or shower block. We provide solar lighting in each yurt, and solar fairy lights.

**Wi-Fi:** We do not have **wi-fi** (please pre-warn any teenagers) but the mobile/roaming data is accessible and the local hotels do offer wi-fi to customers.

**The Site:** We are on a hillside, it is not steep and gravel pathways lead to all the key areas.

**Animals:** We are on a smallholding so there are animals around. Please respect our - and the neighbouring farm - animals and do not enter their fields, distress the animals or drop litter. Please keep the gates closed too, thanks.

**Supervise Children:** We want your children to relax and have fun. For their safety – please supervise them especially around the campfire, wood burner and pizza oven and in the kitchen area. You are responsible for your children’s safety at all times and ensure any tools used ie axes or sharp implements are put out of reach after use. The ground can become uneven and cracked during dry weather, therefore please advise children to take care when running on the grass areas as large cracks can appear.

**Safety on site:** Please keep children and all members of your party out of the sheds/buildings.

**Force Majeure:** Force Majeure on the side of Campden Yurts exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Campden Yurts, including threat of war, staff strikes, blockades, fire, flood, storm and other disruptions or events.

**Out of our Control** We are surrounded by countryside which means that along with the beauty and fresh air comes noises, smells (and creatures) as farmers and animals go about their business. We have no control over this and can not be held responsible for any disruption to sleep/your stay. At night you may hear animals – cows, owls, foxes, deer, badgers etc and we hope this will add to your ‘closer to nature’ experience, not detract from it. At certain times the farmers may be working in the fields into the night – such as when harvesting/ploughing. Earplugs are available in the utility room! As the yurts are outside they do occasionally have bugs/insects visit them – we do all we can to remove these but cannot be held responsible if more arrive during your visit. We do not offer refunds if you choose to leave/cancel due to these.

**Weather/Acts of God:** If the weather becomes dangerous, or other circumstances arise that make it dangerous to stay on the site, please be aware that we may have to recommend alternative accommodation, which we will do our best to find. The final decision will be of the owners.

**Traffic:** Please be aware that Hillside Nursery lies along King Combe Lane. This means access to our site is easy, however we do get traffic noise especially at peak times as school and work traffic passes by (or if a boy-racer is passing through). Previous visitors assure us this is not intrusive but again – earplugs are available if you are a light sleeper and want a lie-in!

**Lost Property:** Any property left behind will be kept for 4 weeks and returned by post on request only. Any items of lost property will then be disposed of.

**Complaints:** In the event that you have any complaint about your stay or any element of it, please notify Jane or Neill as soon as possible (**while you are here**) and we will do all we reasonably can to resolve the issue. Don’t be shy – we are on site and we want you to have a great holiday so please talk to us while you are here if there is a problem.

**Pricing:** Prices on the website and social media are not binding, and Campden Yurts reserve the right to modify them, but costs stated in any booking confirmation email you receive from Campden Yurts will be honoured as shown.

**Information:** Information on the website is correct to the best of our knowledge, but circumstances outside of our control may cause it to become inaccurate. We apologise for any inconvenience that may result from this.

**Serious accidents:** We do all we can to provide a safe, fun environment but this is a working smallholding. We cannot accept liability for any accidents, personal injury, loss or damage which may be sustained by your party, guests or your property during your stay at Campden Yurts.

**Damages:** Accidents can happen, we accept there may be breakages, however you will be held liable for any damage or loss that we consider to be serious, intentional or through neglect. Any damage to the yurts, their interiors including furniture and woodburner, site buildings, vehicles or that of other guests will need to be paid for. You will be invoiced and asked to make good within 7 days.

**Toilets/Bathrooms:** We have a sewage treatment plant on site so please DO NOT bring or use bleach/anti-bacterial products, soaps or shampoos as these impede the effectiveness of the plant. Please DO NOT flush any wipes/nappies/beauty products, tampons or sanitary towels into the toilet – a bin is provided in each bathroom for these. Nappies may be placed in a separate bin.

**Access to Yurts:** Generally we do not enter the yurts once they are occupied however if we need to do so, we will notify you, unless it is by your request.

**Bookings** are only secure on receipt of your payment in full. Upon receipt of confirmation email, it is your responsibility to check the details and notify us immediately of any discrepancies.

**Group Bookings:** The organiser of the group must be over 18 years old and is responsible for providing accurate group details. The organiser agrees to take responsibility for the party occupying the Property and to notify Campden Yurts if they are not accompanying the party during their stay. It is a condition of our insurance and your booking that the total number in your party should not exceed the capacity of the yurt as advertised and should correspond with your booking form. We reserve the right to refuse entry to the entire group if this condition is not observed (turning up with extra people is not permitted).

**Visitors to the site:** Please inform us of any extra persons visiting the site BEFORE they arrive. Visitors are NOT permitted to stay overnight and must be off site by 10pm. No more than 2 extra visitors per party and they will be considered subject to the same terms and conditions as paying guests.

**Cancellation:** Please contact us immediately by email if you have to cancel. If cancelling your booking 4 weeks or more in advance we will offer a partial refund if the yurt is re-booked. If cancelling less than 4 weeks before the start of the holiday date, a partial refund may be offered if the yurt is re-booked, at our discretion. We recommend purchasing holiday insurance.

**Alterations:** Please inform us as soon as possible of any alterations or change of requirements/information regarding those staying/visiting the property.

By accepting these terms and conditions guests agree to conduct themselves in an appropriate, respectful and law-abiding manner, to respect the owners and all property whether belonging to Campden Yurts, the owners or other guests. Any guests deemed to be in violation of site rules, causing disruption or acting aggressively/illegally/unreasonably will be asked to leave. If this is a group booking, the whole group may be asked to leave with any refund being solely at the discretion of Campden Yurts.