



A contract between you and us will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

RESERVATIONS, DEPOSIT & PAYMENT We take 25% of the chargeable amount upon booking as a none refundable deposit. You will receive a 'pre check-in' approx. 30 days before your arrival where you will be guided to pay the remaining balance. If you wish to cancel prior to 30 days before please notify us via email and ensure you have received a reply from ourselves confirming. If you cancel after this period (within 30 days of check in) you will not receive any of the monies paid. If your time between booking and check in is less than 30 days we will take 25% at the time of booking and then charge your card the remaining amount at our earliest convenience. We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

ARRIVAL Check in is from 3pm unless otherwise agreed and guests are required to vacate the apartment by 11am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.

STANDARD CANCELLATION If you need to cancel a booking then please do contact us as soon as possible. In the event of a cancellation 30 days or more prior to your arrival date you will be refunded any payment made. In the event of a cancellation less than 30 days before your arrival date all payments made are non-refundable. However, we reserve the right to waive this cancellation fee if we are able to re let the cabin. Non-arrivals will be considered as cancellation within the time of stay and all payments made are non-refundable. We strongly advise taking out travel insurance to cover any unforeseen circumstances.

CANCELLATION BY US Your booking will not be cancelled by the us except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us. The number of persons using the accommodation at any time must not exceed the number you listed on the reservation. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition. Bookings cannot be accepted from persons under eighteen years of age. We reserve the right to refuse a booking without giving any reason. We or our representative reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.



DAMAGE / BEHAVIOUR All guests are responsible for leaving the hut as they found it, in a good clean condition. If the accommodation is found to be left in an untidy state, East Farm Glamping reserve the right to charge an additional cleaning charge and it will be up to the named person(s) on the booking confirmation to pay for any loss, damages to any fixtures, fittings and equipment which are caused by any member of the party. This will be charged to the card used to book if the repair costs exceed this amount. Please alert East Farm Glamping as soon as is reasonably possible of any damage or breakages. All keys must be returned and any outstanding balances must be paid (e.g. logs). For the comfort of others, boisterous and rowdy behaviour will not be tolerated and if necessary, disruptive guests will be asked to leave. We reserve the right to terminate the visit of any guest whose conduct is detrimental to the comfort of others. No parties or events are permitted. We would ask that all noise is kept to a minimum after 10.00pm. Please respect all animals/machinery on our working farm, during your stay.

PAYMENT FOR INCIDENTALS For incidentals, we accept payment on departure by cash, credit and debit cards. We are also happy to accept payment by bank transfer.

GUESTS SAFETY As the Huts are situated on a working farm we would ask all guests staying with us to be mindful of the following: • Please stay out of the farm yard for your own safety. There is farm machinery in use most of the day, potential for sheep, cattle and dogs to be present in and around the farm yard areas. • When farm equipment and machinery is being used, please keep your distance and make yourself known to the operator. • Most of our livestock are quite calm and won't bother you if you don't bother them, but please remember that these are still farm animals and should be kept away from as much as possible. Please stick to and take extra care if walking along the footpaths which are in fields where cows are present, make yourself known to them and don't sneak up on them. All gates leading in and out of the accommodation(s) must be kept closed at all times.

LIABILITY We do not accept any liability for any damage, loss or injury to you or any member of your party or any vehicles or possessions.

ACCIDENTS/DUE CARE In the instance that an accident happens, please report this immediately to the owners. Please take care as the hut steps may become slippery when wet, and paths and walkways are uneven. Please note that the guests staying at East Farm Glamping are liable for all fires and any damages caused to the hut by any member of the party.



SMOKING Smoking is not permitted anywhere within the hut and is only permitted outside in the fire pit area. Please can we ask all guests to discard any cigarette butts responsibly. Should any guest be found to be smoking within the hut, we will need to charge a £150.00 cleaning fee.

ILLNESS If you become ill whilst staying at East Farm Glamping and are unable to travel, then you will be liable for any costs associated with extending your stay. This will include the cost of additional nights. Exceptionally it may also result in a charge for any other cost associated with your extended stay e.g. any cost we would incur for relocating/refunding guests due to stay in the room you are occupying.

ADDITIONAL RULES Not suitable for children and infants. No smoking. It is the guests' responsibility to ensure that all belongings are removed from the hut before departure. East Farm Glamping will hold any belongings found in the hut after departure for a 7 day period where postage can be arranged at a charge.

SHOES We have a 'no outdoor shoes policy' and ask that guests remove outdoor shoes before entering the hut. This is to keep the floors free from mud and stones for the comfort of all guests.

COMPLAINTS We would like to think your stay at East Farm Glamping will be as enjoyable as possible however, any complaints must be made known to the East Farm Glamping owners immediately so that an investigation can be made and we will endeavour to put matters right during the guests stay.

And above all, we hope you have an enjoyable and relaxing time with us!

**Best wishes,
East Farm Glamping**