



EAST FARM
luxury glamping

TERMS AND CONDITIONS

RESERVATIONS, DEPOSIT & PAYMENT

The balance of payment for the cost of your stay is required 14 days before your arrival date. For UK residents we ask that full payment is made online via our website. Using our site direct reduces incurred booking fees. For non-UK residents, an invoice and secure online payment link will be emailed to you for credit card payment.

If the payment of any outstanding balance is not completed within 7 days of receiving the final invoice, your booking may be cancelled and the deposit paid will be forfeited.

Bookings made within 14 days of your arrival date are payable in full and 100% of the payment will be taken using the credit card provided on booking.

ARRIVAL

Check in is from 15:30 onwards. Please contact us for earlier or later arrivals and we will do our best to accommodate. Departing guests are kindly asked to vacate their huts by 10.30.

CANCELLATION DUE TO CORONAVIRUS

Until the end of 2021, any cancellation due to Coronavirus (either illness or due to govt restrictions) would not incur the standard cancellation fee outlined below.

STANDARD CANCELLATION

If you need to cancel a booking then please do contact us as soon as possible. In the event of a cancellation 14 days or more prior to your arrival date you will be refunded any payment made.

In the event of a cancellation less than 14 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

In the unlikely event that we need to cancel your booking, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any balance payment made. Where possible, please provide a mobile contact number in case of emergency.

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.

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.

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.

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.

Enjoy your stay :)

Jack & Laura
East Farm Glamping