



Terms and Conditions of Booking

laurelfarmglamping@gmail.com or 07411 656589

www.laurelfarmglamping.co.uk

Our Agreement

A contract (our agreement) is formed when we receive the required payment and you have received the confirmation. If you do not receive a confirmation within 24 hours, please contact us immediately. Required payment means either the required deposit or the full amount due for your stay. Our agreement incorporates information provided on our website, the confirmation and this agreement.

Our agreement with you binds you, (the person named on the confirmation), and all members of your party, including children. You must ensure that all members of your party are aware of, and accept all of this agreement. Our agreement continues until the last member of your party has checked out, including any extension to your stay and for such time afterwards as may be necessary.

General Information

We do not accept dogs or any other pets on site due to the livestock on the farm. If you have an assistance dog, please contact us ahead of booking so we can discuss.

Special requirements and disabilities

We welcome guests with restricted mobility, a disability, medical or particular care requirements. We aim to ensure our accommodation and facilities are as accessible as reasonably possible so it is important that we are fully apprised of any needs, requirements and conditions prior to any booking being made. We are happy to discuss availability, suitability and any potential reasonable adjustments we can make.

Please note access to pods is via two small steps up onto the decking, then a step over the doorway into the pod. The ensuite bathrooms are compact wet rooms, with a step into them from the pod floor. Access to the communal facility is via steps up to the door level.

Prices

We reserve the right to change advertised prices of stays, and minimum stays per night, for example last minute bookings and offers. Prices are live and correct on our website and other websites at time of booking.

The price of your break includes use of your accommodation for the maximum number of guests on your booking confirmation and access to all communal areas/facilities.

Booking Information

Your booking may be placed over the telephone, through a third party website that advertises the Accommodation on their website ("Third Party Advertiser") or directly on our online reservation system via our own website. In relation to Third Party Advertisers, you agree that:

(a) we are not responsible for any monies paid (including, but not limited to, any deposit monies) that you pay to any Third Party Advertisers;

(b) you are bound by these Terms and Conditions where you have made a Booking through a Third Party Advertiser; and

(c) where there are any differences between the terms and conditions of Third Party Advertisers and these Terms and Conditions, you agree that these Terms and Conditions shall prevail.

At least one guest on each booking should be 18 years or over. The maximum number of guests in each accommodation type (as stated on our website) must not be exceeded and all guests must be noted on the booking details. We have the right to obtain the name, date of birth, address of each member of your party before confirming your booking or at any time.

In order to preserve our relaxed environment, we do not permit "stag/hen" parties.

Deposit and balance

If booking more than 4 weeks ahead of your stay, a deposit payment of 30% of the total cost of your break is required to secure your booking; you can choose to pay a deposit or pay in full at this stage. Any remaining balance must be paid 4 weeks before the start of your break and can be done via our website and relevant email correspondence you receive from us.

If booking less than 4 weeks before the start of your stay, the total cost of your break is required to secure your booking.

If the balance of your booking is not paid in full by the due date, we reserve the right to release your booking and treat it as cancelled. Please see Cancellation section for cancellation of bookings and refunds.

No entry to the Property will be allowed without payment in full being cleared beforehand.

Payment confirmation

Upon payment online or over the phone, an email confirmation will be sent to the email address you provide. Please check the details on the confirmation carefully; if any details are incorrect, or change, please let us know by email or phone as soon as possible.

The confirmation will also detail payments received and due; you must also ensure that you pay any amount required in accordance with the confirmation payment schedule. If you do not, we will have the right to cancel your reservation; see Cancellation section.

Before you arrive

Please check ahead for routes and road closures for your journey; our full address for the site entrance is:

The Paddock, Laurel Farm, Vole Road, Mark, Somerset, TA9 4PE

Arrival

Your accommodation will be available from 4pm on the date of check-in; please let us know your intended arrival time if after 6pm. When you arrive, please refer to check in sign information.

In order to help minimise our carbon footprint, please only bring 1 vehicle per pod. Caravans, campers and/or mobile homes are not permitted on site but can be used as your transport vehicle and parked in our car park. Guests are not permitted to use their own accommodation overnight on site or in the car park.

Please note, if you have booked accommodation with a hot tub, the water may not be up to temperature on your first night if guests have checked out the same day. This is due to the hot tub being drained, cleaned and refilled on each changeover.

Whilst on site

Please use your accommodation and its contents with care; we reserve the right to charge you for any extra cleaning, missing items or damage during your stay. Please leave the pods in a reasonable clean and tidy condition during and after your stay.

We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, in an emergency, to make essential checks or maintenance work.

You are responsible for the supervision of your children for the duration of your stay, particularly in light of livestock nearby, surrounding waterways and cars entering and parking.

Guests are not permitted onto the adjacent farm at any time, other than in company with staff.

Please keep to prepared roads, paths and tracks at all times.

Wireless internet access, where available, is not guaranteed and is provided subject to third party terms and conditions which are available when accessing the system. The facility is not subject to any particular security, and only has limited filtering measures and requires continuous parental supervision when used by children. We reserve the right to disclose your name and address to our internet service provider if we discover that you or a member of your party illegally downloaded content from the internet or otherwise engaged in unlawful activity whilst using this facility. We will not be liable for slow connections or any interruptions or the failure of this service.

Smoking (including e-cigarettes and vaping) is not permitted in the pods or in the glamping site but is permitted in the car park.

Fireworks, lanterns, helium balloons or drones must not be brought onto or used on site.

Please note and remember that our site is within a rural setting that is the natural habitat of a variety of native creatures such as insects, spiders, mosquitos and ticks.

Whilst we will minimise any disruption to staying guests, we are a working farm and have to continue our farming duties 7 days a week. This includes 'muck spreading' and other duties that may cause noise and/or smell; however, we pledge to co-ordinate these duties when accommodations are vacant and/or during the middle of the day when guests are more likely to be off-site, as much as we possibly can.

Please take extra care of tractors, lorries and other machinery, as well as livestock on our roads, particularly at our site entrance.

Our aim is to provide a relaxed break in a natural environment. To ensure the maximum enjoyment of your break and that of all our other guests, please comply with the requirements in this agreement. We draw your particular attention to the paragraphs below and to the safety and other information you will receive on or before arrival. You must also note and comply with all verbal or written guidance, especially safety guidance supplied to you by us. You must comply with all notices:

- You (the booker) are responsible for the behaviour of all members of your party.

- Behaviour should not be aggressive, excessive, noisy or disruptive, especially at night.
- Offensive or illegal behaviour will not be tolerated and may result in the police being involved.
- Dangerous items, including but not limited to; shotgun, knife, firearm, air weapon, archery equipment, fireworks (including sparklers), illegal substances or similar item must not be brought onto site.

We may ask you and/or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate; likely to cause harm; or impair the enjoyment, comfort or safety of anyone; or is likely, in our belief, to breach any of this agreement. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

You should inform us immediately if, during your break, any member of your party has, or develops, an infectious or contagious medical condition.

Security of your property

Your personal belongings are your responsibility during your stay with us. Please ensure your accommodation is locked when you are not in or within viewable distance.

Vehicles parked within the designated car park are subject to very limited security cover only. You must lock your vehicle securely and remove all valuable items on parking.

We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible.

Compensation payable by you

By booking you agree that we have the right either during or after your stay to recover from you, whether via the credit or debit card used to pay for the break or otherwise, the costs of:

- Any property or accommodation damage, and/or
- Any compensation we may pay to others, and/or
- Any other costs, fees or levies which we may incur, resulting from your or any member of your party action or inaction and from any breach of this agreement

Departure

You must vacate your accommodation by 10am on your day of departure. Please lock your accommodation and drop the keys to the key deposit box on your way out. If you lose your key during the stay, you are required to pay £15 to replace it.

Please leave your accommodation and contents in a clean and tidy condition on departure.

Changing your booking

You may change your booking with us for any reason provided the change is made 8 weeks or more before your arrival date. You may only change your arrival date once and you must select your new arrival date at time of request to change booking, which must be 8 weeks before the original arrival date, otherwise the change will be treated as a cancellation and a fee will apply (see Cancellation section). Please note that any change of date or accommodation may involve a change in price of your break; availability and prices are correct on our website at

time of newest booking and you will be required to pay the balance if your re-arranged stay is more expensive than the original booking.

Prevented from taking your break

If you are prevented from taking your break, please contact us at the earliest opportunity. We will do our best to assist. You may not, under any circumstances, transfer your booking to anyone else without our consent.

Cancellation by you

You may cancel your break at any time. However, a fee will be charged as follows:

<u>Number of weeks before arrival date that notification is received</u>	<u>Cancellation charge</u>
More than 8 weeks	£25 service charge; refund of deposit to you, minus service charge
More than 4 weeks but not more than 8 weeks	30% (deposit paid) of stay
4 weeks or less	100% of stay, no refund for cancellation

Cancellation and changes by us

We have the right, at our sole discretion, to refuse to confirm any reservation. Where we have indicated that we will not accept a booking from you, we reserve the right at our sole discretion to cancel any booking you may have. If we do so we will refund any payment made.

We have the right to cancel your booking, or to instruct you or your party to leave the site immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly terms relating to behaviour and conduct.

Things beyond our control

We cannot take responsibility or pay compensation if we cancel or change your booking in any way because of events beyond our control. Neither can we accept any liability for any injury, loss or damage you suffer because of events beyond our control. Events beyond our control include, but are not limited to:

- fire
- flood
- explosion
- storm or other weather damage
- break-in
- criminal damage
- natural or nuclear disaster
- epidemics and pandemics
- adverse weather conditions
- war or threat of war
- actual or threatened terrorist activity
- unavoidable technical problems with transport.

If for any reason beyond our control we are forced to cancel your booking or bring it to an end early, we will advise you as soon as possible and offer one of the below options:

- If you have not started your break:
 1. A replacement break to the same value as the one you booked. If your new break is more expensive, you will be required to pay any additional cost. If your new break is less expensive, we will refund the difference.
 2. A full refund if your entire stay is cancelled. If we issue you with a refund, we will return your money in the same way you made your original payment. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment or separate charges.

- If you have already checked in at time of cancellation, we will refund you on a pro rata basis, refunding the sum of the price per night for each of the remaining nights of your break you are unable to stay.

This will be the full extent of our liability and compensation, and will not cover the cost of other travel and expenses due to change.

We advise all guests to obtain travel insurance before travelling.

If you cannot travel due to adverse weather, we will do our best to move your booking to an alternative date, but refunds will not be provided. If your new break is more expensive, you will be required to pay any additional cost.

Refunds

Credit or debit card payments will be refunded via the same card number, less any non-refundable deposit.

In the rare event you have booked an accommodation with hot tub and it is not available to use (for example due to technical fault) for all or most of your stay, we will offer a refund for the difference between your accommodation and the same accommodation without a hot tub.

Important information

All personal information we collect and hold about you and members of your party will be used in accordance with our privacy policy.

Accommodation on site may vary slightly, for example decoration and some specification and those with hot tubs. Please ensure you read information on our website carefully before booking.

This agreement and any dispute between us will be governed by and construed in accordance with the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the Courts of England and Wales over any matter arising out of our agreement or your visit. You may choose to submit to the law and jurisdiction of Scotland or Northern Ireland if you are resident there. We must both act reasonably in selecting or agreeing any jurisdiction including any forum for dispute resolution.