

## **TERMS AND CONDITIONS:**

**Payment:** Your deposit secures your stay at the time of booking. Full payment is required by 1 calendar month before the start of your stay. If the balance is not received by this time, the slot will be released, and the customer will lose their deposit.

**Cancellation:** Cancellations made up to one calendar month before the stay are entitled to a transferrable voucher which can be used to re-book a stay of the same value on alternative dates. If guests then cancel again, we reserve the right to charge a rebooking fee. Cancellations made within 1 calendar month of the stay will not be entitled to any refund or transferrable voucher. We recommend you take holiday cancellation insurance to cover any losses.

**Offers and discounts:** Discount offers are only applied to bookings made during the period of the offer. They will not apply retroactively to previously arranged bookings.

**Choice of tent:** On rare occasions we may need to accommodate guests in a different yurt/tipi from the one originally booked. We reserve the right to change your yurt/tipi to a different one of the same or higher standard if necessary.

**Damage or loss:** We are proud that Eco Retreats is a safe place to be but we cannot accept liability for damage to or loss of your property or vehicle.

**Weather:** We will endeavour to do our best to make your stay enjoyable whilst taking no responsibility for the weather. All guests should come prepared for rain and sunshine and bring suitable clothing and footwear.

**Rodents:** We use sonic mouse deterrents in each yurt/tipi but as we are surrounded by healthy organic meadows and woodland we cannot guarantee that your yurt/tipi won't be visited by mice. Please keep food sealed and stored in the tins/boxes in your yurt/tipi to minimise this risk. We kindly ask guests to let us know if they have noticed any signs of mice so that we can use a humane mouse trap to relocate them.

**Breakages:** We realise that glasses or crockery may occasionally get broken and will not charge for small breakages, although we do appreciate a small donation to replace broken or damaged items. If you cause considerable damage to your yurt/tipi or any of the furnishings, the guest will be liable for adequate recompense to cover the cost of replacement. Pots and pans provided are for indoor use only.

**Noise:** Guests generally come to Eco Retreats for peace and quiet. We kindly ask you to respect the other guests by not making too much noise. Amplified music is not permitted. If guests cause an unreasonable disturbance we reserve the right to ask them to leave and/or to charge them for any compensation we may have to offer to other guests.

**Pets:** Eco Retreats is located on an organic sheep farm and so no pets are allowed on site. Guests are kindly requested to leave the sheep in peace and not to chase or otherwise cause harm or stress to the animals. Fines may be issued for any damage suffered by the farmer.

**Smoking:** We kindly ask you not to smoke inside the yurts and tipi. You are welcome to smoke outside if you would like to.

**Driving on site:** Guests are strictly not allowed to drive anywhere other than the paths indicated which lead to their private parking spot. No driving on the grass at any time is permitted. Fines up to £1,000 may be issued for any damage suffered by the farmer.

**Cleaning and rubbish:** Guests are asked to empty their rubbish in the bins provided. We are very grateful if you can leave your yurt/tipi as you found it, with clean crockery/cutlery and pans and no litter. Outdoor shoes should not be worn inside the yurt; please bring slippers or other easy to kick off footwear.

**Fires and firewood:** Each tent has a fire extinguisher, fire blanket and carbon monoxide detector. Guests must at all times ensure that no rugs, bedding, clothing or any other items are within 0.5m of the

wood-burning stove in the tent. We ask our guests to be mindful that firewood is a valuable resource and burn only what is required and never leave any fire unattended. No candles or paraffin lamps other than the tealights provided by us may be burned in the tents at any time. Any outdoor fires must be attended at all times and must be kept in the fire areas provided and must be small and manageable.

**Under-18s:** Parents and/or guardians are expected to supervise their children and teenagers at all times. We do not allow under-18s to stay in a tent without adults.

**General safety:** We take every care to ensure you have a safe and enjoyable holiday but cannot be held liable for any accidents or consequential loss.

**Data Protection:** The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.