

## Terms and Conditions

By making a booking with Avocet Glamping you are agreeing to the following terms and conditions.

### **Booking and Payment**

Once a booking request has been received, we will contact you to confirm that the dates are available. We will then require full payment within 5 working days\* to secure your selected dates.

\*If you are booking via Pitchup.com a deposit will be taken to secure your selected dates and the balance will be taken automatically 8 weeks before arrival.

Payment can be made by Paypal, cheque or bank transfer.

### **Cancellation**

If the cancellation is made:

More than 4 weeks in advance the full payment\* will be refunded.

Within 4 weeks, the 30% of the total sum will not be refunded.

If the booking is cancelled within 2 weeks of the arrival date no refund will be given as we cannot usually re-let the tent in that time.

Any cancellation or change must be confirmed in writing / email, by the person who made the booking.

We strongly advise visitors to take out full holiday insurance to cover cancellations, public liability, personal belongings, loss etc.

In the event that we need to cancel your holiday we shall inform you as soon as possible and refund all money paid to us, by you, within 14 days.

\*PLEASE NOTE: If you book via pitchup.com they take a 15% deposit, this is their fee for using their service therefore we get £55 – 15% = £46.75 per night, therefore we can only refund a maximum of £46.75 per night.

### **Arrival and Departure Times**

Check in is between 3 and 10pm. If you are running late please let us know.

Please vacate your tent by 10am on day of departure.

### **People with disabilities and/or special needs**

Please let us know when you send your booking request of any disabilities and/or special needs, we understand that everyone has different needs and wherever possible we will try to accommodate you, however for those with physical disabilities the site is not ideal as it is a working smallholding and can become boggy and uneven in places, the facilities and tent are not set up for wheelchair access. You are responsible for your own safety.

### **Your Responsibilities**

By booking with Avocet Glamping you are agreeing to leave all furniture and furnishings in the same state you found them, and to leave the site clean and tidy when you depart.

Should any facilities, equipment, or inventory, be damaged willfully, as a result of inappropriate usage or behaviour by you or any member of your party, you will be held responsible for the cost of repair or replacement.

### **Fires, stoves and gas hob**

Fires are only permitted in the wood burner and in the fire pit.

Only wood is to be burned in the wood burner. Heat resistant gloves are provided in the tent for safe loading of wood. The door to the stove must be kept closed at all times when lit.

Please do not move the fire pit.

Please do not tamper with the gas bottle for the portable gas hob. If you think the gas has run out please ask us to change it, please only use the gas hob in the lean too in wet weather, if it is a dry day please use it outside, do not use it in the bell tent.

There is a bucket of sand, bucket of water and fire blanket near each camp. Please only use these if you are sure it is safe, if a fire gets out of control please leave the tent area and contact us immediately.

### **Smoking**

There is strictly no smoking in any of the buildings/tents at Avocet Glamping.

## **Personal Belongings**

Avocet Glamping takes no responsibility for the loss or damage of any personal belongings brought onto site. Please leave valuables at home.

## **Children**

Your children are your responsibility at all times. We would ask you to take particular care of them around the goats and electric fencing and any fires/naked flames.

## **The surrounding area**

The bell tents are located in an old apple orchard, help yourselves to windfalls! But please do not swing on branches or climb the trees most are over 100 years old and are very weak.

Please do not feed or distress livestock. Please obey any entry signs on and near the site, these are here for your safety. You are responsible for your own and your parties personal safety when on site and in the surrounding area.

## **Dogs**

Unfortunately dogs are not allowed on site.

## **Noise**

If you cause a disturbance and continue to do so after being asked by us to stop, we reserve the right to ask you to leave.

## **The Freedom Camping Club**

Our site is certified by the Freedom Camping Club for 3 tent pitches, when you book with us your name and address and email address are registered with club and you become a member.

One of the benefits of the club is one nights free camping on any Freedom Camping Club site each year.

We do not usually offer standard camping but will honour the offer if we have a pitch available subject to a minimum 3 night stay at £15 per night.

Alternatively we will give you a £15 discount on your glamping on presentation of a valid Freedom Camping Club membership **if you book directly with us** by email or phone.