



# EWELAMPING

*Luxury Shepherd Huts*

## **BOOKING TERMS & CONDITIONS**

### **BOOKING**

You must be 18 years of age or over to book accommodation and stay at Ewe Glamping. The maximum number of guests in the accommodation is two adults. No children for safety reasons.

All bookings via our online reservation system should be treated as provisional until you receive confirmation from us via email. To secure your booking a non-refundable deposit of 50% (or full payment) of the cost of your stay is required. Bookings must be paid in full 6 weeks before your arrival date. If your booking is less than 6 weeks from the date of your stay the full cost of your stay is required.

When you submit a booking and payment via our online reservation system you will be requested to read and accept these terms and conditions of booking. You will receive an automatically generated booking confirmation and payment summary by email to the email address you provided at the time of booking. This booking confirmation email forms a contract between you and Ewe Glamping.

If the balance is not paid by the due date Ewe Glamping reserves the right to re-let your accommodation and retain the deposit.

The prices featured on the website are not binding. We reserve the right to modify these prices at any time. The price stated on your booking confirmation email is binding. Ewe Glamping reserves the right, at all times, without statement of reasons, to refuse or cancel a booking.

### **CORONAVIRUS & HEALTH PROCEDURES**

If you or anyone in your household are showing signs of Coronavirus, you must not travel to stay at the hut. You must remain at home and self-isolate for 14 days.

If you choose to travel you are certifying that you and your travel companion are fit and well and are not showing any signs of Coronavirus.

If during your stay you develop any Coronavirus symptoms, you must immediately notify The Ewe Glamping management and return to your home address to self-isolate. No refunds will be due in these circumstances.

## CANCELLATION POLICY

If you cancel within 6 weeks of your arrival date, we will endeavour to re-let your accommodation. If we are unable to do so, then regretfully we will be unable to refund any monies paid.

Should you cancel prior to this date, we will refund any monies paid, less your non-refundable deposit, or reschedule your stay for another date. An administration fee of £50 will be charged in this instance.

If you are unable to travel due to personal illness (e.g. Coronavirus or other sickness), our cancellation policy will apply.

We strongly recommend that you have appropriate holiday insurance cover in place. In the unlikely event that we need to cancel your holiday, we shall inform you as soon as possible and refund all monies paid to us, by you within 14 days.

If Government policies restrict travel and you are unable to travel to stay with us, you will have the option to postpone your stay to a later date (subject to any differences in price applicable for the new dates) or receive a full refund.

## OPTIONAL EXTRA FEES

Logs - A bag of kiln dried logs which can be used in the log burner & the fire pit outside.

Charcoal - A bag of charcoal to use on the fire pit for cooking. NOT to be used in the log burner as will cause damage that you will be liable for.

Prosecco - A bottle of Prosecco served in an ice bucket with two flutes. Flutes and bucket are not to be removed from the hut.

Breakfast and BBQ pack - these will be available upon arrival if pre-ordered.

## ARRIVAL AND DEPARTURE

Your accommodation will be available to you from 3.30pm on the day of arrival, we do not allow any guests to arrive earlier than 3.30pm. All arrivals must be before 9pm, all year round.

Please be ready to leave the accommodation by 10am on the day of departure, we don't offer late departure times.

## PETS

We allow one well behaved dog at £25 extra per stay. **Please bring your dogs own bed and keep it off the furniture and bed at all times.** Please ensure wet dogs / muddy paws are wiped off before entering the hut. You may be sharing the field with sheep as we are a working farm in which case dogs must be kept on a lead at all times. ***Your deposit will be withheld if these rules are not adhered too.***

## **SMOKING**

Our Hut is strictly NO SMOKING inside. Anyone found to be smoking inside will be liable for the cost of a full deep clean and any inconveniences caused to following guests' bookings.

## **CHILDREN**

No children. All guests must be 18 years or over

## **NOISE**

Please be considerate, especially after 9.30pm. We are a Low Noise Policy glamping site.

## **CLEANING, DAMAGES AND BREAKAGES**

Please take care when staying in our property. Please leave your accommodation tidy and let us know if anything gets broken so we can replace it for our next guest. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages as we understand accidents happen, we hold a £50 refundable breakage deposit for repair or making good if the damage or breakage is significant. If it does go beyond the breakage deposit we will contact you for the remaining balance.

All cleaning, under normal circumstances is included as part of your stay. If additional cleaning is required, including washing up, additional cleaning of the interior or fixtures and fittings then Ewe Glamping reserves the right to charge for this work at a rate of £15 per hour. Ewe Glamping reserves the right to invoice guests following their stay.

Guests will be charged for any item(s) that are removed or lost from the accommodation.

## **LIABILITY**

The owners of the site are absolved of all liability for accidents to guests and from any responsibility for loss or damage to personal property including vehicles. Any items left behind must be claimed within two weeks of departure. If relevant, postage and packing charges for the return of goods will apply. As owners, we shall not be responsible for the death or personal injury to a guest. The owners reserve the right to ask guests not observing the conditions to leave the site without refunds and with immediate effect. As the owner of the property, we reserve the right to gain access at any reasonable time during occupancy for the purpose of emergency maintenance or repair or any other need.

## **FOR YOUR SAFETY**

Please ensure you keep to footpaths for your own safety. This is a farm with animals that can be unpredictable.

The Fire Pit/BBQ provided are the only ones permitted – due to fire risk. Hot ashes and cigarette ends must be extinguished and disposed of in the ash bucket provided. Please do not remove the fire pit from the designated area and put the lid on that is provided when not supervising the fire.

There is a fire extinguisher in the cupboard under the kitchen sink.

## **CANDLES**

Due to the high fire risk with a wooden structure, the use of candles and tea lights, are not permitted in or around the hut at any time.

## **FIREWORKS & CHINESE LANTERNS**

Due to the high fire risk with a wooden structure, the use of fireworks, sparklers and Chinese lanterns are not permitted across the entire site, at any time.

## **SERVICE UTILITIES**

Should there be a failure in a utility service (e.g. water, heating, electricity, sewerage) please notify The Ewe Glamping management immediately and we will aim to restore the service as quickly as possible. However, should any utility service failure extend beyond a 12 hour period from notification, for your health and safety reasons you will be asked to leave the accommodation and your accommodation fee for the duration lost will be fully refunded or you will be offered to re-book for another time, subject to availability.

## **CARE & CONSIDERATION**

We ask that resident's practice common sense care and consideration for the huts during their stay. Do not use the wood burning stove for drying clothes, the risk of fire is real and likely in this scenario. We ask that chopping boards and provided drinks coasters are used in order to limit damage to work tops and surfaces, under no circumstances should food be chopped on the wooden work surfaces or table.

## **CARS & PARKING**

The hut is located in a field on Dark Lane. Once you go round a sharp bend to your left the access is the first gate on the right. Please open the gate, park your car on the designated car park and close the gate behind you. No more than 2 vehicles are permitted at any time. Please note that the hut is approximately 20 metres from the parking area.

## **WI-FI**

Wi-Fi details can be found in the hut, being in a rural area our Wi-Fi is intermittent and may not work or work correctly for your stay.

## **ELECTRIC VEHICLE CHARGING**

Electric Vehicles must not be charged on our premises. We do not currently offer professionally installed charging options. Our closest charging points are in Daventry at both Waitrose and Aldi.

## **PRIVACY POLICY**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

## **FORCE MAJEURE**

Ewe Glamping accept no liability for events prior to or during your stay totally beyond our control, e.g. destruction of property due to flood, fire, earthquakes or acts of nature; or if the property becomes uninhabitable due to irreparable damage or on Health & Safety grounds that could not reasonably have been foreseen. In such instances, refunds will be at the discretion of Ewe Glamping management.

*EWE GLAMPING RESERVES THE RIGHT TO CHANGE OR AMEND THESE TERMS AND CONDITIONS AT ANY TIME.*

**AND FINALLY...** Our aim is to make your stay a happy and memorable one. If there is anything, we can do to make your holiday more relaxed or enjoyable please let us know.

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