

Fairy-tale Glamping Terms and Conditions

1. THESE TERMS

1.1 What these terms cover. These are the terms and conditions on which we supply our over-night stays and glamping services (“Services”) to you.

1.2 Why you should read them. Please read these terms carefully before you make a booking with us. These terms tell you who we are, how we will provide our Services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us to discuss.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 Who we are. We are The Fairy-tale Glamping, a sole trader established in England and Wales. Our address is Toft Lodge, Stamford Road, Bourne, Lincolnshire, England, PE10 0JY (“Venue”). We operate the website www.fairytaleglamping.co.uk (“our website”).

2.2 How to contact us. You can contact us by telephone on 07921 186760, by completing our “Contact Us” form on our website or by writing to us at info@fairytaleglamping.co.uk.

2.3 How we may contact you. If we have to contact you, we will do so by telephone or by writing to you at the email address you provided to us in your booking or enquiry.

3. BOOKING:

3.1: All bookings are made through the website using the online booking system “glamp manager” or by telephone. All bookings are confirmed once an email confirmation has been sent out and a booking reference number has been given.

3.2: If we cannot accept your booking. If we are unable to accept your booking, we will inform you of this and will not charge you for the services. This might be because we are fully booked, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the Services, or because we are unable to meet a date or requirement you have specified. If you have already paid for the Services, we will refund you the full amount paid.

3.3: To secure your booking full payment must be made on booking. Confirmation of the booking will be sent after full payment has been received. Until full payment has been received Fairy tale Glamping reserves the right to re-let the venue.

3.4: On booking stripe pay will hold a security deposit of £200. After your stay this will be automatically refunded unless any damage or breakages have occurred whilst staying at the venue.

3.5 The person booking, where they are booking on behalf of other people, is responsible for disseminating the appropriate information to those persons that we send them. For example, these Terms and Conditions, directions, and to ensure all members of the party are fully aware of the nature of the venue, the facilities, the grounds, the service we offer and any appropriate clothing and footwear they will require.

4. ACCOMMODATION:

4.1: Included in the accommodation price: rental of accommodation unit/s booked, access to designated areas of Fairytale glamping and The Bramble Patch, parking, compost toilet, drinking water, allowance of wood provided in accommodation (one bag of wood). **NOT included in the accommodation price:** washing up of all used kitchenware, firewood for fire pits, firewood for wood-burning stoves above first night allowance.

4.2: Arrival: Check in is from 1pm onwards. Please send a text to Fairytale glamping when you know your exact arrival time. We will then greet you in the car park to take you to the venue. Please text on 07921186760

4.3: Departure: We operate a self-check out policy. Check out at 10.30am. If any damages need to be reported please text on 07921186760.

5. FAIRY-TALE GLAMPING/ BRAMBLE PATCH VENUE

5.1: Licence. We grant you a right for the duration of your booking to enter and use the Venue in accordance with these terms and your booking. You acknowledge that we retain control, possession and management of the Venue and you have no right to exclude us or any member of the Bramble Patch team from the Venue.

5.2 Use of the Venue., Whilst hiring Fairy-tale glamping venue and using The Bramble Patch you are responsible for ensuring you and all children and adults on your booking, use the Venue in a responsible manner. In particular, you agree and undertake to comply with and to ensure your guests comply with the following rules and restrictions whilst at the Venue and any other rules we may make known to you from time to time.

5.2.1: Off-Grid: Guests must be aware the Fairytale glamping site is run by solar power and is not connected to mains electricity. Provided are phone/ tablet USB charging points however there are no mains electricity plug points. All kitchen appliances are run on gas and the unit is heated by a gas heater.

5.2.2: Private property: The land around the Fairytale glamping venue and The Bramble Patch is private property and you are not permitted on this land. You are permitted across the field back to the car park for access purposes. The car park is located on a busy working farm. You are not permitted to enter the farm yard.

5.2.3: Gates: All access gates must be closed and secured after use unless they were open when you went through. This is very important due to the livestock.

5.3 Unlawful activities, noise, and nuisance. You agree not to use the Venue for any activity which is dangerous, offensive, noxious, illegal, or immoral or which may become a nuisance, annoyance, inconvenience or disturbance to us or others.

5.3.1 Property and environmental damage. You must not knowingly or recklessly cause or permit to be caused any damage to the Venue (including any furnishings, facilities, equipment or fixtures and the outside environment) or any other property that belongs to us. You must notify us immediately in the event of any loss, theft, or damage to property at the Venue, and we may charge you a reasonable sum to cover such expenses.

5.3.2 Health and safety. You agree to comply with all reasonable requests by us in respect of health and safety. You must notify us immediately in the event of any incident occurring whilst at the Venue where the incident causes any personal injury or property damage. Fairytale glamping venue and The Bramble Patch are based in the woodlands of a working farm, with a large number of briars and hawthorns and some uneven ground, which inevitably poses a number of health and safety risks to you and your guests. There are also a range of activities that guests can partake in and equipment that guests can use that carry a certain amount of risk; for example, using homemade, non-compliant play equipment and participating in activities such as campfire cooking. Guests may play with items which are not designed as play equipment, such as sticks and rope and other outdoor items. Use of the Venue is entirely at your own risk (see Clause 13 for our responsibilities for loss or damage suffered by you). You agree to take and ensure your guests take all necessary precautions when using the Venue.

5.3.3 Animals. Animals are not permitted at the Venue without prior written consent, except for assistance dogs within the meaning of the Equality Act 2010.

5.3.4 Lost property. You must remove all your personal belongings from the Venue at the end of your stay. All lost property will be kept by us for one month after the event and suitably disposed of thereafter. We will not be liable for any losses incurred by you or your guests for damage to or for disposing of any lost property (see Clause 13.4).

5.3.5 Appropriate clothing. Fairytale glamping is situated in an open field and The Bramble Patch is an outdoor venue, it is your responsibility to ensure that you and your guests wear appropriate clothing and footwear for the weather conditions. We will not be responsible for any damage to clothing or footwear (see Clause 13.4) or any personal injury caused by your failure to wear appropriate attire (see Clause 13.3) whilst at the Venue.

6. USE OF THE BRAMBLE PATCH:

6.1: The Bramble Patch may only be accessed during the hours of 4.30pm till late. You are not permitted access outside of these times.

6.2: You agree that the Bramble Patch will be left how you found it.

In particular please note:

- All toy cars put back into the car box after use
- Mud kitchen pans emptied and put back in box
- Dens must be taken down if built
- All items must be kept in their areas i.e. The fairy garden stays at the tree etc.
- If items are lost or damaged please inform a member of staff. A fee may be charged if necessary to cover cost.
- **YOU ARE NOT PERMITTED IN THE KITCHEN AREA OR THE SAND PIT**

6.3: The Bramble Patch has "The Bothy" inside it, a private lodging. The area is fenced off. This is private property and you **ARE NOT PERMITTED INSIDE THE FENCED AREA.**

7. CHANGES TO BOOKING:

7.1: If you wish to make a change to your booking, please contact us immediately. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the booking, the dates when payments are due, their timing or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change

7.2: Minor changes to the Services. We may change the Services: to reflect changes in relevant laws and regulatory requirements

8. Cancellation policy:

8.1: In the event of a cancellation more than 10 weeks before the commencement of the stay a full refund will be given. In the event of a cancellation, more than 28 days before the commencement of the stay but less than 10 weeks before, 30% of the rental amount will be payable. In the event of cancellation less than 28 days before the start of the stay, the full booking amount will be payable. If your stay is terminated early, the entire booking amount is payable.

8.2: If you change to another date for which a higher sum is charged, you will need to pay the difference at the time of change.

8.3: Any cancellation or change must be confirmed by email, by the person who made the booking.

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

8.5: 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.

9. LIABILITY:

9.1: We are not liable for loss or damage to property. In the absence of any negligence or other breach of duty by us, we are not responsible for any theft, damage, destruction, or loss of property or belongings at the Venue.

9.2: We are not liable for personal injury or death. You are responsible for ensuring that you and your guests use the facilities and services at the Venue safely and as directed. You and your guests must behave sensibly and follow any safety warnings or instructions displayed at the Venue. We are not qualified to express an opinion that any of your guests are fit to use the play equipment or participate in any activity organised at the Venue. In the absence of any negligence or other breach of duty by us, the use of the Venue and participation in any activities at the Venue is entirely at your risk and we shall not be liable for the death or injury to you or your guests resulting from such use or participation. The pond area can be accessed through a gate way. Guests are permitted to enter this area however you do so at your own risk. Fairy-tale glamping takes no responsibility of children or adults whilst using this area.

9.3: **Fairytale glamping takes no responsibility for guests vehicles. The Fairytale glamping venue is accessed through a field on an off-road track. If a guest chooses to drive across the field it is done so at their own risk. If the guest chooses not to drive through the field, their luggage will be transported by a member of staff and it is a 5/10 minute walk across the field. The car will be parked in our off-site car park.**

9.3.1: **Access is dependent on season. During early spring and late Autumn car access may not be possible.**

9.4: Vehicles are parked at their owners' and drivers' risk and Fairytale Glamping cannot accept responsibility for any damage or theft occurring to vehicles

9.5: **Livestock:** The Fairytale glamping site is situated on a working-farm. If walking in the field with livestock, we take no responsibility for animals behaviour.

10. Complaints procedure:

10.1: We take great care to ensure our guests have an enjoyable stay here at Fairy tale Glamping however if you have a complaint during your stay please contact a member of staff as soon as possible and we will do our best to resolve any issues to make your stay more enjoyable. If a genuine complaint is not settled to your satisfaction then please write to:

Complaints

Fairy tale glamping

Toft Lodge

Stamford RD

Bourne

Lincs PE10 0JY

Or alternatively you can email us at: info@fairytaleglamping.co.uk