

# Terms and Conditions for Booking at The Barn

## 1. Booking and Access

- All guests must book via our online booking system.
- First-time users will be met by a team member for a brief tour.
- Access to the first floor of Building Two is via a keypad system. A code will be emailed to you on the day of your booking.
- Standard booking hours are 9:30am to 4:30pm. Requests for use outside of these times may be considered-please email: [info@thebarnretreats.co.uk](mailto:info@thebarnretreats.co.uk)

## 2. Use of Spaces

- All spaces (except hot desks) are available to book in 30-minute increments.
- Hot desks can only be booked in half-day or full-day slots-hourly bookings are not available.
- Booked spaces are only available during the allocated time. You must vacate the space promptly at the end of your booking.
- It is your responsibility to allow time within your booking for setup and pack-down.
- We do not offer advance room setup. Each room is equipped with its own furnishings (e.g., tables, chairs), which you are expected to arrange as needed.
- We do not offer storage between bookings. All personal items and equipment must be taken with you at the end of your session unless otherwise agreed in writing.

## 3. Insurance and Professional Standards

- Anyone using the studio for ad hoc fitness classes or delivering therapies must have their own public liability insurance and be able to provide evidence of this upon request.
- The studio is available for ad hoc bookings only through the online system. For regular or block bookings, contact us directly via [info@thebarnretreats.co.uk](mailto:info@thebarnretreats.co.uk).
- The Barn provides space hire only and is not affiliated with any individuals or organisations using the space.
- Complaints relating to therapists or instructors must be directed to them directly. Complaints about hirers may result in future bookings being refused.
- All service providers must operate professionally and ethically.

## 4. Use of Equipment and Cleanliness

- All spaces must be left clean and tidy.
- All crockery must be washed and returned to the kitchenette.

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- All rubbish must be disposed of in the appropriate bins in the kitchenette or reception corridor (general waste and recycling are available).
- Any equipment provided by The Barn (e.g., yoga mats, blocks) must be wiped down and returned after use.

## 5. Site Rules

- The use of candles, incense, or any burners is strictly prohibited.
- Smoking and the consumption of alcohol are not permitted anywhere on site.
- Outdoor shoes are not permitted in the Studio. Clean trainers with light-coloured soles are allowed.
- Dogs are only permitted with prior approval and must be kept on a lead in all communal and outdoor areas. The adjacent farm is not safe for dogs-owners are liable for any damage or injury resulting from trespass.

## 6. Children and Vulnerable Adults

- Children are only permitted on site under the direct supervision of an adult. The Barn is not a childproof environment and cannot be held responsible for their safety.
- If your session includes children or vulnerable adults, this must be stated at the time of booking and approved in advance.
- We reserve the right to request a valid DBS check from anyone working with children or vulnerable adults on-site.

## 7. Music and Noise

- Please keep music and noise at a considerate level to avoid disruption to others.
- Live music or amplified sound requires prior written approval.

## 8. Marketing and Representation

- When promoting a class or event, it must be made clear that it is hosted at The Barn and not run by The Barn.
- No one is permitted to misrepresent The Barn as their business address or use it for postal deliveries.
- Marketing materials using The Barn's name, imagery, or branding must be approved prior to publication.

## 9. Conduct and Behaviour

- All users must treat the space, staff, and fellow guests with respect.
- Aggressive, disruptive, or disrespectful behaviour may result in immediate removal and future bookings being refused.

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- Illegal or morally objectionable activities are strictly prohibited on-site.

### **10. Health & Safety**

- All individuals park and use the external staircase (to the first floor of Building Two) at their own risk.
- Fire alarms are tested regularly. In the event of an alarm, all guests must evacuate to the clearly signposted assembly point in the car park.
- First aid kits and an accident book are located in reception and the kitchenette. All accidents must be recorded, and a team member notified if either is used.

### **11. Electrical Equipment**

- All on-site equipment is PAT tested annually. Any personal electrical devices must comply with UK safety standards and be in good working condition.
- Regular users bringing the same equipment on-site should ensure it is PAT tested.

### **12. Lost Property**

- The Barn is not responsible for lost or stolen belongings.
- Lost property will be held for 14 days before being donated or disposed of.

### **13. Refund Policy**

- All bookings must be paid for at the time of booking.
- Bookings under £20 are non-refundable.
- For bookings over £20:
  - - Full refund if cancelled more than 7 days in advance
  - - 50% refund if cancelled 48 hours-7 days in advance
  - - No refund if cancelled within 48 hours
- Refund requests must be sent by email to [info@thebarnretreats.co.uk](mailto:info@thebarnretreats.co.uk)