

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

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.
- 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.

The Barn Wellbeing Retreat Center

The Barns, Springfield Farm, Brilles, OX15 5JH

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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