



Terms and Conditions

Bookings

Naseem Farm Escape handles bookings from persons over 18 years of age. We reserve the right, without giving reasons, to refuse a booking. When you submit your booking through the online reservation system you will receive an automated booking summary e-mail to the e-mail address provided to the Lead Booker (person who made the booking). The automated e-mail forms a contract between you and Naseem Farm Escape. It is the guests' responsibility to inform us of any errors on the booking. The Lead Booker is responsible for all persons in the booking and should ensure Terms and Conditions, and Policies are read by all guests.

Bookings must be made through our booking link.

Naseem Farm Escape reserves the right to modify pricing. The pricing stated on your booking confirmation is binding. Special offers/discounts cannot be used after you have booked your stay.

Advance payment is required. All bookings are non-refundable.

We do not expect to have to make changes to your booking, however, if something out of our control occurs, we would offer you an alternative date or full refund. We will only change or cancel your booking for unforeseen reasons beyond our control such as:

Emergency maintenance work which affects the whole site
Adverse weather conditions

Check-in and out

Check-in time is at 3pm on the date of your arrival and check-out is 11am on the date of your departure.

All guests must provide ID (Emirates ID or passport).

Courtesy towards other guests

All guests must be courteous and respectful to other guests, and mindful of others cultures and traditions. Under no circumstances should offensive or defamatory language be used.

Children on site

The site is not suitable for very young children. Children must be supervised and are the sole responsibility of their parent or guardian at ALL times.

Damages, breakages and cleaning

We will only charge for replacements in exceptional circumstances. If damage is directly attributable to the guest, then we reserve the right to request payment towards costs of repair/replacement.

Lost property

If we find any lost or left behind items, we will keep them for a maximum of 14 days.

It is the Guest's responsibility to arrange collection of items left behind.

Complaints

We strive to ensure you have an enjoyable stay at the farm, however, if you have a complaint during your stay, please notify Management as soon as possible in person or by phone/WhatsApp +971 58 890 0680.

RISKS

Whilst we make every effort to mitigate any potential risks on site, guests should be aware of potential risks.

Fire safety

All guests are required to read the fire action plan in the guest welcome book and signage in the tents.

Smoking in and around the tents is strictly prohibited. Smoking is only permitted in/around the pool, dining areas and campfire.

Firecrackers/fireworks are strictly not allowed.

Firefighting equipment is placed at clearly marked locations on the site.

Some of the guest equipment, including the BBQs and campfire may be dangerous if misused.

Natural environment

The farm is located in a rural location and on rare occasions may be visited by different wildlife. Whilst most wildlife is harmless, some wildlife can cause harm. We make every effort to ensure such risks are mitigated, however, guests must be aware that wildlife such as snakes or scorpions could be present.

Swimming pool

There is no lifeguard on duty. Guests swim at their own risk.

Children and dogs must be supervised at all times.

Pool depth is 1.35m throughout.

Diving/jumping/running is not permitted.

No glass or breakable items are permitted in or around the pool.

The pool is open from sunrise to sunset.

NO LIABILITY POLICY

By booking and staying at our site, you acknowledge and agree to the following terms:

Assumption of risk

Guests acknowledge that glamping involves outdoor activities and accommodations that may include inherent risks such as uneven terrain, wildlife encounters, weather conditions, and natural hazards.

Guests agree to assume full responsibility for any risks associated with their stay, including but not limited to injuries, illnesses, or property damage.

Property damage or theft

Naseem Chalets and Camps (SPS LLC) is not responsible for the loss, theft, or damage of personal belongings.

Personal injury or illness

Naseem Chalets and Camps (SPS LLC) is not liable for personal injuries, illnesses, animals/wildlife, or accidents that occur during your stay, whether caused by natural factors, other guests, or personal negligence.

Guests are responsible for their safety and the safety of their children, pets, and other members of their party.

Activities and equipment use

Any activities or use of site-provided equipment are undertaken at the guest's own risk.

Weather and natural events

Naseem Chalets and Camps (SPS LLC) is not responsible for cancellations, injuries, or damages caused by inclement weather, acts of God, or other natural events.

Guests are encouraged to monitor weather conditions and take appropriate precautions.

Force majeure

Naseem Chalets and Camps (SPS LLC) will not be held responsible for any delays, interruptions, or cancellations caused by a force majeure event. This includes, but is not limited to:

Loss of access to facilities

Service interruptions

Inability to provide accommodations or amenities

Neighbouring farms

Naseem Chalets and Camps (SPS LLC) bears no responsibility for any disturbance by neighbouring farms.

Third-party services

Naseem Chalets and Camps (SPS LLC) is not liable for issues, injuries, or damages arising from third-party services, including tours, activities, or transport arranged independently or in partnership with our site.

Indemnification

Guests agree to indemnify and hold harmless Naseem Chalets and Camps (SPS LLC), its owners, staff, and affiliates from any claims, damages, losses, or liabilities resulting from their stay or use of the property.

Compliance with rules

Guests agree to adhere to all site rules and instructions provided by staff. Failure to comply may result in eviction without refund.