

# **The Little Beach Bell Company** **Our Terms and Conditions (2020/21)**

## **1. Payment**

**1.1** To secure a booking a payment of the full hire charge will be taken unless another amount has been stated in the invoice

**1.2** Payment must be made by bank transfer, details of which can be found when you are invoiced after booking.

## **2. Cancellations and Amendments**

**2.1** All cancellations must be in writing via email.

**2.2** If you cancel more than 21 days before the agreed hire date you will receive 50% of the full hire charge back.

**2.3** If any cancellations are made less than 21 days prior to the agreed hire date there will be no refund.

**2.4** Should you wish to amend your booking in any way please contact us. We cannot guarantee that we can change dates or provide further equipment due to other bookings and commitments. We are always happy to assist if we can.

**2.5** Once we have received full payment you may still make amendments, however we will not be able to refund you any differences, unless within the specified refund time periods as stated above (see 2.2/2.3)

**2.6** If you wish to add more items costing more than originally invoiced, an additional invoice will be issued.

## **3. Items for hire**

**3.1** When items are received – on arrival at your chosen camp site - it is your responsibility to check items and contact us immediately if you are not satisfied with the condition of any items or if you have any concerns about the tent or items loaned to you.

**3.2** Items are the sole responsibility of the client while on hire.

**3.3** Unattended products remain the responsibility of the client during the hire period.

**3.4** You will be liable to replace items with like for like if they are lost, damaged or stolen.

**3.5** We check the condition of all of our items before we hire them and will not provide you with substandard goods.

**3.6** We take no responsibility for any injury or damage our items may cause to persons, objects or premises while the items are signed out to you. Instructions on how items should be used correctly will be included for reference.

**3.7** No items must be altered in any way. If we find an amendment has been made, we will regard that item as broken and you will be liable to charges.

**3.8** Breakages will be charged at the full retail cost of replacement. If an item is damaged so it is no longer able to be hired it will be classed as broken. In the instance where an item is made up of a number of individual pieces and one of those pieces is broken or lost, the cost of replacing that item will be required. You will be informed of this cost within 7 days after the hire period.

**3.9** If, for circumstances beyond our control, an item you have hired is no longer available we will inform you and try to match your item like for like. If you are unhappy with our choice a refund for that item will be made to you.

#### **4. Delivery and collection by us**

**4.1** It is your responsibility to inform the campsite that we are coming to put up your tent(s). You will need to provide us with the campsite address and any additional details, if you have been given them, about checking in, including the earliest time we can be on site to set up.

**4.2** To ensure your tent is ready for you, we require an hour to set up before your arrival.

**4.3** At the end of your holiday, we need an hour to clear the site. Therefore you must confirm with the campsite, the latest time which the pitch must be cleared in order to give us time to take the tent down.

**4.4** Please do not attempt to take down the tent yourself.

**4.5** We require you to make sure all guy ropes, pegs and doors and flaps are secure before you leave and that all rubbish is removed from the site and the tent is swept out with the brush provided.

**4.6** A tag tie will be provided for you to secure the tent when you leave.

## **5. Safety**

**5.1** You, as the hirer of the items, agree, for yourself and on behalf of the other occupants of the tent(s) you have booked:

- that no smoking is permitted in or around the tent
- not to use any heating, cooking or gas appliances or electric heaters, or any fire, candle or other naked flame in the tent or in close proximity of the tent.
- that lighting must only be used if powered by batteries.
- to keep the tent dry and secure and in particular to close any door fastenings when the tent is left unoccupied.
- not to tamper with the structure or any part of the equipment.
- not to suspend or fix any item from the tent.
- not to bring animals into tents unless agreed with The Little Beach Bell Company at the time of booking.

**5.2** Little Beach Bell Company retains the right to cancel the booking if they believe the weather conditions are too extreme and will therefore jeopardise occupier safety and sustain damage to the tent. This may include forecast high winds or flooding. If we decide to cancel your booking a full refund will be made to guests.

## **6. Complaints**

**6.1** All complaints must be in writing via email and will be responded to within 10 days.

## **7. Confidentiality**

**7.1** Please see information about this in our Privacy Statement on our website.

## **8. Gift Vouchers**

**8.1** Vouchers are sold at face value and only redeemable online at The Little Beach Bell Company.

**8.2** Vouchers must be redeemed against hire of services within 12 months of purchase to be valid.

**8.3.** Payment via voucher will only be accepted with a recognised gift code as stated on each voucher. When using a voucher to book, customers should send evidence of voucher ownership via email as part of the booking process. When the gift voucher code has been confirmed as valid, the value of the voucher will be deducted from the total cost of the booking.

**8.4** Vouchers can be used as part payment for a booking, with the remainder/difference of that total booking cost being made via bank transfer.

**8.5** Multiple vouchers can be used for each booking.

**8.6** Vouchers can only be used once. After first use, voucher codes will become invalid.

## **9. Covid-19 Procedures**

**9.1** All tents and equipment provided by The Little Beach Bell Company will be thoroughly sanitised prior to rental. Please see <https://thelittlebeachbellcompany.co.uk/covid-19> for further information.

**9.2** If, due to national restrictions on travel or social interactions, it is not possible for you to honour your booking with The Little Beach Bell Company, we will either transfer your booking to alternative available dates or give you a full refund.