

### **Manor Farm Glamping - Terms and Conditions.**

- If booked less than 6 weeks in advance, payments should be made in full at time of booking, (including the security deposit) or if booking via e-mail, payment must be made within 24 hours of our confirmation booking e-mail being sent. If we have not received payment within this time the booking will not be held.
- If booking **Paddock Pods** with more than 6 weeks to arrival, you will be charged the £50 for Deluxe Pods, £80 for Superior Pods and £100 for the Safari tent to reserve your dates. This deposit is retained as your security deposit and refunded within 2 days of departure. Deductions are only made for breakages, missing items, and deep cleaning, all of which will be evidenced if required. Your balance invoice is sent 6 weeks before arrival. If the booking is cancelled with more than 6 weeks to arrival, you will be entitled to 100% refund.
- The **Woodland Site** On booking, £100 deposit will be taken. If the booking is cancelled after 7 days, this will not be refunded. Alternatively, this will be held as part payment of the £200 security deposit, the additional £100 being added to the balance payment invoice. 16 weeks prior to arrival, you will be invoiced for £600, and 8 weeks prior to arrival, you will be invoiced for the balance of your booking (plus the additional £100 security deposit) Deductions are only made for breakages, missing items, deep cleaning, excess generator use, all of which will be evidenced if required.
- When you make a booking, we store your contact and holiday information in our booking system. This information is only held for the purposes of managing this and future bookings.
- We do not keep credit/debit card details on our systems.
- Personal information is not shared with any other third parties if booking direct with Manor Farm Glamping
- We will provide a summary of any personal information held upon request. This information will only be sent to the e-mail address held with the booking that is associated with it.
- You must be over 18 years old to make a booking and to stay on a pitch or in a Pod with no other adults.
- Manor Farm Glamping accepts no responsibility for loss or damage to persons or property whilst on site.
- Manor Farm Glamping reserves the right to refuse any pitch or pod unit to any persons at our discretion. In these cases all site fees or deposits will be refunded in full and the contract discharged.
- Manor Farm Glamping reserves the right to change your pod allocation in certain circumstances.

#### **Refunds, Cancellations and No-Shows – Paddock site**

- Please ensure dates are correct when booking as payments and are non-refundable if booked within 6 weeks to arrival. However we can offer alternative nights for the length of your stay if given 6 weeks' notice. If booking long periods or well before your arrival date, please consider taking out holiday insurance.
- Any changes made up until 6 weeks to arrival will incur a £15 admin charge.

### **Refunds, Cancellations and No-Shows - Woodland Site**

- When booking the Woodland Site, as it is reserved for your group's exclusive use, you will have up until 8 weeks before arrival to commit to the number of guests being accommodated and the price bracket accordingly. This will be the price that you will be invoiced for with your balance payment invoice. If you choose to change that booking, or cancel any of the pods, the total amount remains the same.
- If the entire booking is cancelled between 16 and 8 weeks of arrival, your £600 part payment will be retained. If the entire booking is cancelled within 8 weeks of arrival, you will be entitled to a 30% refund of the total amount of the booking

If we have to cancel due to circumstances beyond our control you will receive a refund for the nights we have had to cancel, but we will not otherwise be liable for any loss caused by cancellation or alteration.

These terms and condition super cedes any previous terms and conditions.