

## 1. BOOKINGS AND PAYMENTS

The dates of your booking will be held upon payment of a non-refundable deposit of 50% or payment in full. Any bookings less than 30 days in advance of your check in date must be paid in full immediately. On receipt of the deposit, a booking confirmation will be sent to you, containing the details of your stay and of payments made and due. If you have not received your booking confirmation within a few days, please notify us as soon as possible. Where a deposit has been paid, full payment will be due 30 days in advance of your check in date and a reminder will be sent to you 2 weeks prior to this date, where applicable, by email. If you are unable to pay the balance before the stated due date, you will forfeit your deposit and your booking will be cancelled. Worth Forest Glamping only accepts bookings from persons over 18 years of age. Worth Forest Glamping reserves the right, at all times, without statement of reasons, to refuse a booking.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

## 2. PRICES

The prices feature on the website are not binding; Worth Forest Glamping reserves the right to modify these prices. At the time of booking you will be informed of the prices applicable. The price stated on the confirmation invoice is binding.

## 3. RENTAL OF LODGES

In the rental price of each tent the following is included: Rental of lodge, use of surrounding woodland within the fenced boundary, use of water, use of, electricity, water and wifi.

## 4. ARRIVAL/CHECK-OUT

Our check in time is between 4 and 10pm, we do understand that sometimes this may be inconvenient or events occur to make this very difficult, so arrival after this time can be arranged.

Our check out time is 11am on your departure date as we need to access the lodge to clean and make ready for next guests arriving later that day.

## 5. CANCELLATIONS

Cancellations by you at any time will result in your deposit being forfeited, as all deposits are non-refundable. All monies paid for a holiday (deposit and balance) are non-refundable within 30 days before check in date. Cancellation of any holiday after it has been paid in full and at a date 30 days or more in advance of your check in date, will result in forfeiture of your deposit (or an amount equivalent where one was not paid as the holiday was paid in full) and the balance being returned to you.

## 7. DAY VISITORS

In principle, it is permitted to receive visitors during your stay at Worth Forest Glamping. You are responsible for any day visitors and are required to identify health and

safety advice and emergency procedures. To maintain the ambience and atmosphere of Worth Forest Glamping visitors must vacate the site by 10pm.

#### 8. PETS

Pets are not permitted but may be permitted at the discretion of the Owners and where pets are permitted there to be kept under control and on leads at all times when not in the tent. You must bring the pet's bed / crate. Pets must not be left in the lodge unsupervised as this could result in damage and distress to the animal (s). There is a £25 tariff payable per holiday pet. You must clean up after your dog using poo bags and kindly place them in the outside bin.

9. GUEST BEHAVIOUR – The holiday; guest conditions of occupancy and conduct. The guests have the right to occupy the property for the paid for holiday period only (within the meaning of Schedule 1 Paragraph 9 of the housing Act 1988). Guests undertake to behave in a proper, appropriate and legal manner with due respect to the owner, the Property and other guests and their property. If any guest behaves inappropriately or improperly (of which the Owner will be the final judge on their Property), or illegally, the Owner reserves the right to ask the guest and their party (at the discretion) to leave the Property before the end of the holiday period. Any refund for so doing will be at the entire discretion of the owner. In addition, the Owner reserves the right to sue the guest for any loss, damage or injury caused to the Owner, the Property or to other guests and/or their property.

#### 10. BREACH OF BOOKING CONDITIONS

If there is a breach of any of these conditions by the Guest or any of their party, the Owners reserve the right to re-enter the Property and end the holiday and ask the Guest and their party to leave in addition to their other rights specified in these Booking Conditions. Ending the Holiday by the Owners or the guests does not affect that party's other rights and remedies.

#### 11. GOVERNING LAW AND JURISDICTION

Any dispute will be governed by the non-exclusive law and jurisdiction of English Courts

12. SMOKING Smoking is not permitted in the tents and must only be permitted in the outside areas.

#### 13. AGREEMENT TO TERMS

On receipt of booking confirmation the person who certifies that:

- He or she to agree the Booking conditions on behalf of all persons in their party, including those substituted or added at a later date;
- They are over eighteen years of age;
- They agree to take responsibility for the party occupying the Property, and to notify the Owners if they are not a member of the holiday party.

#### 14. LIABILITY

Nothing in these conditions excludes or limits the liability of the Owners: for death or personal injury caused by the Owners negligence. – for any matter which it would be illegal for the Owners to exclude or attempt to exclude their liability.

The use of the woodland, pond, climbing trees, use of the indoor and outdoor games or any other activity on the Owners land is the responsibility of the Guest and is done so at their own risk.

Assumption of Risks – you will be staying in the countryside and there will be equipment around within the boundaries amongst other hazards. Whilst we take care to keep you safe, accidents can happen and we are not held responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to supervise any children. If you notice that any equipment looks faulty and/or unsafe you must inform the Owner as soon as possible. We strongly recommend that you take out travel insurance against the risk of accidents and your stay being cut short.

Worth Forest Glamping accepts no liability for theft, loss or damage, of whatever nature, during or as a result of a stay at Worth Forest Glamping. – the tenant and those who accompany him or her, are jointly and severally responsible for all loss and/or damage which arises, for Worth Forest Glamping and , or any third party as a direct or an indirect consequence of their stay, irrespective of whether this was caused through action or refraining from actions by themselves or by third parties, who are at Worth Forest Glamping their making, as well as of all damage which is caused by any animal and/or matter which they have under their responsibility. If you leave your tent and the surrounding area in an improper condition, additional (cleaning) costs can be charged.

#### 15. FORCE MAJEURE

Force majeure on the side of Worth Forest Glamping exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Worth Forest Glamping including threat of war, staff strikes, blockades, fire, floods, property damage outside the Owners' control, epidemics, pandemics and other disruption or events.

#### 16. COMPLAINTS

Despite all the care of Worth Forest Glamping it could occur that you have a genuine complaint. You must take up this complaint with the Owner immediately, in order to allow us to solve the matter as soon as possible. Should the complaint not be settled to your satisfaction, then you have the option, up to 14 days after your departure to submit the complaint in writing or by email to [info@worthforestglamping.co.uk](mailto:info@worthforestglamping.co.uk).

#### 17. VALIDITY CLAUSE

In the event that a court finds that a condition in these Booking Conditions is illegal or void, the illegal or void provision will be severed from the remainder of the Booking Conditions, which will continue to be valid and have full force and effect.