

Accommodation Terms and Conditions & General Information

These rules are here to ensure that all guests have an enjoyable stay with us and for everyone's welfare.

Booking

1. Booking is only accepted through AirBNB and you are bound by their terms and conditions in addition to these.
2. Bookings are not transferable. No third party bookings will be allowed to check in. AirBNB does not allow third party bookings. The person booking the accommodation has to be the person checking in. They do now sell gift cards but the booking still has to be done by the person wishing to check in. Only the named person who made the booking can check in. Proof of identity may be asked for on checking in.
3. You must be over 18 to make a booking.
4. You must be over 18 years old to stay on this site.
5. Only 2 adults per unit.
6. We reserve the right not to accept a booking.
7. The price for all glamping is for two people. It includes a breakfast each from the breakfast menu served in the Cow Shed restaurant or a takeaway breakfast from the takeaway breakfast menu and parking of one vehicle. All breakfast items and venue are subject to availability.
8. If you have allergies or intolerances to any food, it is your responsibility to notify us before ordering any food.. No guarantees are given that there are not traces of allergens in the food supplied.

Groups

9. No group bookings are allowed unless with the specific written agreement of the owners.
10. No stag or hen parties.
11. A group means more than two people
12. If a group booking was agreed to, a security bond of £50 per person is payable on checking in as a group, in addition to the booking fee. This will be refunded on checkout if all terms and conditions have been complied with and no damage or loss has been suffered.
13. Booking for a group means that acceptance is made on behalf of all members of the group of these terms and conditions.
14. If any of the group are in breach of these terms and conditions we reserve the right to terminate permission for the whole group to stay and no refunds will be given. The group bonds will also be lost.
15. Monies will not be refunded in the event that some members of your group fail to arrive or leave early.
16. If individual bookings are made by a group without prior authority, we reserve the right to ask each member of the group to leave and no funds will be made..

On arrival/checking in

17. Check in is strictly between 4pm and 9pm. You must notify the owner of your estimated time of arrival as per the email that will be sent to you on booking with Air BNB. Later check ins may be possible for a fee of £40 but only with the prior agreement of the owners. The late check in may involve a delay in being checked in if the restaurant is busy.

18. On checking in you will have to confirm that you have e-signed any relevant documents/forms that will have been emailed to you. Check in will not be complete until those documents are completed and received by the owners.
19. You will need to provide your vehicle registration on the ANPR system on/before checking in to avoid parking fees. It will be your responsibility to enter it correctly. Entering the wrong registration number will result in parking fees being claimed by the parking company..
20. As bookings cannot be transferred, you may be required to provide photo identification as proof of identity before check in can be completed.

Parking of vehicles & entry onto the glamping fields.

21. On arrival drive into the marked entrance and park up and report to the cowshed restaurant/reception in order to check in when open. The speed limit is 5mph.
22. You will need to provide your vehicle registration on the ANPR system on checking in/prior to arrival to avoid parking fees. It will be your responsibility to enter it correctly. Entering the wrong registration number will result in parking fees being claimed by the parking company.
23. Once checked in all guests will be able to park in the car parks at the glamping guests car parks.
24. The main entrance gates are sometimes closed at 10pm. Entry to the site after 10pm will be through the gates by the black barn. Enter on foot through the pedestrian gates quietly so as not to disturb other guests. These gates will be closed but not locked. If coming onto the site after 10pm please do so quietly so as not to disturb other guests and close the gates behind you
25. Access through the wooden gates to the glamping tent field is allowed for unloading cars on check in and loading cars on check out only.
26. Pedestrian entry to the horsebox/western wagon site is only allowed via the gate at the side of the barn. No entry onto the glamping tent field is allowed by anyone other than glamping tent guests other than to load or unload cars on check in or check out.
27. If Taxis are booked they must be instructed to collect and return from outside the cowshed parking bays due to the ANPR system in place and possible charges.

Staying on site

28. Be aware that there is external CCTV in operation on the whole of the site. Not all cameras are visible.
29. A breakfast is included in your booking (see menu) but is subject to availability.
30. Overstaying in the accommodation beyond 10.00am will result of a £60 fee payable before leaving the site.
31. Extended stays may be arranged subject to availability and on payment of the appropriate fee.
32. The number of people occupying each unit must not exceed the number stated on the booking. Breach of this will result in a fee of £300 per additional person/dog and/or your stay will be terminated and no refund given.
33. Anyone entering, or allowing others to enter, the glamping site without permission will incur a fee of £100 per person allowed to enter. You will also be asked to leave and no refund will be given
34. Never use candles or anything flammable or any kind of flame in or near any accommodation. Flammable liquids and gas cylinders must be kept outside and away from the accommodation. No oil burning appliances to be used. Do not use cooking equipment inside any accommodation and if used must be in or around the open barn or be outside, and away from, the accommodation, and off the grass. Any injury or loss caused by not following these rules will leave you liable for any injury, loss or damage.
35. No flames, candles, Chinese lanterns or fires are permitted anywhere on site.
36. No smoking in any building or tent on the whole of the site, including the open barn. All cigarette butts to be fully extinguished and disposed of safely in the business provided in the bin area. All cigarette butts not to be left on the ground anywhere.
37. Personal belongings are your responsibility and we will not be liable for any personal belongings being lost, damaged or stolen during your stay.
38. No drugs under the misuse of drugs Act to be consumed or brought onto the site. If you do so, you will be asked to leave immediately and no refund will be payable.
39. If the availability of all services/facilities are unavailable we do not accept any liability.

40. In the event that your accommodation is not available from 4pm we accept no liability.
41. The campsite has uneven ground, steps, guy ropes, pegs, gravel boards, water, ditches, steps and low lighting. Therefore, torches and suitable footwear are necessary. Care should be taken when moving around the site.
42. Remember that you are in the countryside so do not leave food items in the accommodation or outside the accommodation that is not sealed, as it will attract creatures including vermin. You are liable for the removal of vermin and any damage/loss caused as a result of breaching this.
43. All furniture/ equipment provided must remain inside the accommodation. The camping chairs in the glamping tents can be used outside the tent but not left outside when not in use. They must not be taken off site.
44. No dirty outdoor footwear/ muddy clothing allowed inside any accommodation.
45. No food preparation/cooking permitted inside the accommodation. Any spillages must be cleaned immediately and reported to the management.
46. You may cook food on bbq's/camping stoves so long as they are not placed on the grass or decking or near to anything flammable, are not used within 2 meters of any accommodation and so long as it causes no offence to other guests. Only do so if it is safe to do so. A dedicated barn/gravelled area is provided also for guests and for those staying in the wildlife area where NO fires/stoves are permitted.
47. Only firewood provided by the management must be used in the log burners. Under no circumstances must anything else be burn in or on there as it will cause damage to the fire/flue for which you will be liable. It is not for cooking on, it is for heating only.
48. Do not leave any doors or windows or window covers open as if it rains it will cause the accommodation to become wet. If we are then unable to rent it out for the next booking, you will be liable for any loss to us.
49. The carbon monoxide monitor / fire alarm must remain inside the accommodation at all times and must not be tampered with
50. The electric hookups or any electrical items must not be tampered with.
51. The area where the western wagons are situated is classed as a wildlife area. As such do not walk on anywhere other than the paths and do not put anything in the lake/scrape as it could kill our wildlife friends. Only guests staying in the western wagons have access to this area.
52. No dogs allowed on the site.

Checking out

53. You must check out by 10.00am at the latest by attending the reception.
54. On checking out, remove all belongings from your accommodation and leave the accommodation clean and tidy. Do not remove the bedding. Empty the waste bins into the appropriate recycling bins in the recycling area by the open barn. Close all doors and windows. Ensure all personal items are removed from toilets and showers and that they are left clean and tidy.
55. Put towels in the laundry bag.
56. Return the power pack (glamping tent guests) and the washed dining packs, if hired, to reception and confirm check out. All monies owing must be paid when checking out.
57. You do so by removing all of your belongings from your accommodation and returning the power pack if provided and notifying the management that you are leaving. This can be done when you come to the cow shed for breakfast.. The accommodation must be left as it was when you arrived. Dust pans and brushes are available in the accommodation. Do not remove bedding. Close all doors and windows. You will not have checked out if you have any items to be paid for.
58. Failure to check out on time will incur a fee of £60

Visitors

59. No visitors are allowed on site for the safety and protection of our guests and to comply with our fire and flood safety and Covid requirements as we need to be aware at all times of who is on the site. Anyone allowing any non guest onto the site will be in breach of these terms and conditions and will be asked to leave and no refund given.

Toilets/showers/washing up facility

60. The booking fee includes, use by guests only, of the toilets, shower and washing up/kitchen

facilities.

61. Only guests staying in the glamping tents have use of the individual toilets/showers situated over the bridge on the glamping tent field.. No access to the Glamping tent field is allowed by non glamping tent guests. Breach of this will result in you being asked to leave and no refund given. The glamping tent guests can use the communal kitchen/washing up room and open barn.
62. Guests staying in the western wagons and the hose box, have the shared use of the toilets and showers in the the barn. As these are communal spaces, please ensure that they are left clean and tidy after each use and no personal items are left in there.
63. (See below under rubbish/damage and care to be taken due to the sewerage system being a private water treatment plant).
64. The toilets and showers will be cleaned from 10am and therefore may not be available.

Noise & nuisance

65. All noise, music etc must be kept to a low volume so as to not interfere with the peaceful enjoyment of the site by others.
66. There must be no noise after 10pm(9pm wildlife area) and before 8am. This extends to the whole site, including the car park.
67. Anyone causing a nuisance or offense, will be asked to leave. No refunds will be given. If necessary the police will be called.
68. Anyone being annoying or disrespectful will be given a smack around the back of the head with a spatula by Jo and made to leave.(just checking you have read the terms and conditions)

Waste/rubbish/damage

69. All areas must be kept clean and tidy, and free from damage/mess on staying and on leaving. If not there will be a £60 fee payable for cleaning costs and/or the cost of repair of any damage. Please leave the site and accommodation as you found it. Report any damage /mess/accidents immediately to the management.
70. Bins inside the accommodation must be emptied daily into the correct recycling bins by the open barn.
71. Any non recyclable items must be either put into the land fill bin or removed from site and taken home with you.
72. Do not leave food waste in your accommodation as it attracts vermin. Extra biodegradable food waste bags can be obtained from Reception.
73. The recycling bins provided are for small item only. Any large items must be taken home with you. If left on site there will be a fee of £100 for us to dispose of them for you. No gas canisters to be put in any bin or left on the site on checking out breach of this condition will cause a £30 charge for extra cleaning through Air BNB.
74. No waste or food to be put in or near any watercourse or ditch to protect the environment and wildlife.

Sewerage system

75. No items to be flushed down the toilet apart from the toilet paper provided. The sewerage system is a private water treatment plant.
76. No chemicals, milk nor oil to be put down the sink or flushed in the toilet.
77. Any damage caused to the water treatment plant as a result of a breach of these terms and conditions will result in you paying the cost of repair of the water treatment plant.
78. Toilet paper is for use in our toilets only and must not be taken off site.

Refunds and cancellations

79. No refunds will be made if all facilities are not available.
80. No refunds will be made if you are in breach of these terms and conditions and you are asked to leave.
81. We strongly recommend that you take out your own cancellation/ holiday insurance.
82. We reserve the right to cancel bookings at any time.
83. We reserve the right to cancel your booking in the event of a named storm or any other circumstances beyond our control, this is subject to the AirBNB terms and conditions.
84. If you wish to amend your booking, you must do so according to the terms and conditions of

AirBNB.

85. We do not accept poor weather or third party bookings, as a reason for cancellation/rebooking, unless the weather is deemed as unsafe and risk to public safety i.e. flooding, hurricanes and other extreme weather conditions in which case you are bound by the terms and conditions of Air BNB.
86. Exceptions to the cancellation policy include COVID or other pandemic, whereby we can no longer provide you a service due localised or national local downs. In the event it is subject to the terms and conditions of Air BNB.

COVID

87. You must not travel to our site to uphold your booking if you are experiencing symptoms of COVID19. You will be asked to leave immediately if you show symptoms or asked to provide a lateral flow test. If you become unwell whilst you are staying with us, you must return home immediately. Either notify us via phone or email. You must comply with the current Welsh Government guidelines and rules relating to covid or any pandemic. It is your responsibility as the guest to ensure your booking meets with the current government guidance when your booking is made. If your booking does not fall within the guidance or has been knowingly booked as such, you will be asked to leave and no refund will be given.
88. COVID 19 - Please ensure you have appropriate travel insurance to cover you in the event that you can't make your stay due to COVID. Such as: <https://www.staysure.co.uk/>
89. You must be prepared to follow all onsite guidance related to COVID and you are required to provide all contact details for all party members on request.

Data protection

90. CCTV recordings will will not be stored for longer than 1 month, unless required as evidence and may be deleted at any point before then.
91. Wifi is available on site but if, due to service outage, in excess of 24 hours, any fee paid for each day unavailable will be refunded. If wifi is included in your fee then no such refund will be made. No liability is accepted if the wifi is not available.
92. Mac addresses will be recorded for each individual device connected to the wifi and in the event of any illegal activity will be provided to the relevant authorities.
93. Credit card details will not be held by Hadfer limited. If pre authorised, the credit card will be held by the relevant booking provider/card processor until the transaction is complete. 94. Email addresses, telephone numbers and home addresses will be held by us to contact you regarding your booking. These details will not be passed to any third party, save for the authorities in the event of suspected illegal activity. They will not be used for marketing, unless you ask us to contact you.

Complaints procedure

95. We aim to provide a good service however on the rare occasion that there is a problem please discuss them with the management. Negative reviews must not be publicly published without first discussing any alleged issues with the management **before** check out and preferably as soon as possible on arrival to allow rectification of any such issues. If done so in breach of this, any such reviews must be removed immediately. Any costs incurred by us ensuring that it is removed are recoverable from you.

Emergencies

96. Ensure that you know where the exits for the site are.
97. On discovering a fire, flood or other emergency you should, if safe to do so, raise the alarm using the bell at the fire point. If safe, use the fire extinguishers at the fire point, to attempt to fight any fire.
98. Any interference with the equipment at the fire point will result in you being immediately removed from site and no refund given.
99. In the event of fire, flood or other emergency, you must assemble outside the cow shed, if safe to do so, or on the other side of the road, and call the emergency services immediately and notify the management immediately.

Breach of terms and conditions

100. Breach of these terms and conditions will result in the end of your contract and you will be

asked to leave and pay any outstanding fees or for any damage or losses caused Liability

101. We do not accept any liability of any description for any person, dog, vehicle or property on the site. We are not responsible for any loss, theft or damage to any property on site. Site users must ensure that they have appropriate insurance cover.

102. Do not leave valuables on site as we don't accept any liability for their loss nor damage.

103. We reserve the right to amend these terms and conditions and the up to date version will be published on the website www.hadfer.com.

HADFER LIMITED

February 2023