

## **Terms and Conditions of Let for Glamping The Wight Way Ltd Safari Tents. Reviewed January 14th 2020**

The contract for a short term holiday rental will be between Glamping the Wight Way Ltd. ( referred to as "us" or "we") and the person making the booking and all members of the holiday party ( referred to as "you", "your" or "guests"), under the following booking conditions. U.K law will govern the contract. The contract will be subject to these booking conditions, and must be complied with. The person who's name is on the booking form ( referred to as the "responsible person") agrees to take full responsibility for ensuring that all of the following Terms and Conditions are adhered to by all members of the party. The responsible person must personally stay at the accommodation throughout the holiday and be at least 18 years of age at the time of booking. The names, addresses and ages of all members of the party must be shared with the Owners on request. 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 by post or email.

### **Group bookings**

We are a family glamping site. It is the right of Glamping The Wight Way to refuse group bookings if we feel that this may be of detriment to other guests staying on the site. We do not accept hen or stag party style groups, however we will consider single sex & group bookings - please email me with the request. If you wish to book 2 or more tents or even the whole site please call or email us as this cannot be done on our online booking system. We will be happy to discuss your requirements or special occasion. We are a family friendly glamp site with many of our guests being young children, so we ask that guests keep noise to a minimum after 10.30pm and before 8am, in consideration of others.

## **Arrival & Departure**

Our check in time is between 4 - 7pm as we are off-grid, it is very important to plan to arrive at the site during daylight. Arriving and settling in to your canvas lodge will take some time, from unloading your luggage to going through the welcome and safety briefing including the operation of the wood burning stoves. We will issue guests with the gate code, safe code and keys to the lodges on arrival, so please let us know when you have boarded the ferry to ensure that we are there to greet you.

**The site must be vacated by 10am at the latest on the day of departure to allow our staff to work the changeover for our incoming guests later that day.**

There is a key drop slot in the chalet for you to leave the lodge keys.

## **Food Deliveries**

We cannot take any food or other deliveries due to our location and vehicular access arrangements.

## **Smoking, Fires & Naked Flames.**

Smoking or e-cigarettes are not permitted within the tent or on the deck. Please do not leave the fire pit or bbq unattended. The fire pit/bbq should remain in the dedicated specifically designed area. No naked flames of any type are permitted on the decks or within 4 metres of the canvas lodges. It is not permitted to use any form of naked flame for example; Chinese lanterns, candles, fireworks, flares etc except the provided kadai fire bowl/bbq and wood burners. We are located on a working farm with livestock, farm buildings and hay stores close by.

## **Noise**

We ask that guests keep noise to a minimum after 10.30pm and before 8am, in consideration of others.

## **Number Of Persons Using The Lodges**

For insurance & comfort reasons, no more than 8 persons can occupy the lodge. We reserve the right to refuse admission if this condition is not observed. Any persons other than members of your party must not use the facilities at Glamping The Wight Way.

## **Security Deposit**

We reserve the right to hold security deposit of £200 per lodge booking to cover any loss, damage or exceptional soiling of the lodges, site, meadow, equipment, fixtures, fittings etc that may occur during your stay (we would not charge you for the odd glass or plate). This will be held when the balance is paid and processed within 48 working hours of departure subject to all being well. Guests are liable for the full cost of any damage in excess of the returnable security deposit.

## **Bed Linen & Towels**

Linen is provided but bring your own outside/beach towels. If you are bringing babies, please bring your own cot linen, protective pads & spares for baby cots.

## **Dogs & Pets**

We are unable to accept any dogs or pets due to the terms of our lease on the working farm & livestock movements.

## **Drones, Kites or Similar**

These can not be operated in the meadows where the safari lodges are located as there are overhead electricity cables.

## **General**

In the event that any individual term or clause stated in these terms and conditions of let is not permissible by law, the remainder of the agreement shall remain valid.

## **Payment**

Payment can be accepted by credit/debit card, cheque or bank transfer. Bookings are confirmed on receipt of the booking form and receiving the booking deposit of 30% of the holiday cost. The balance of the rental will be due for payment 42 days before the arrival date; you will be sent email notification that the balance is due. At this point, a Returnable Security Deposit of £200 is applied. We reserve the right to cancel a booking where payment has not been received 42 days before the commencement date, in which case the booking deposit is forfeit. If the booking is made within 42 days of the arrival date then payment will be due in full. No entry to the lodges will be allowed without payment, in full, being cleared beforehand. Once you have a confirmed booking ( i.e the booking deposit has been paid and processed), you are responsible for the full rental cost even if you subsequently cancel.

**We recommend you take out your own holiday cancellation insurance.**

## **Cancellation**

Cancellations must be immediately notified to us by email. If we are able to re-let your dates, we will refund you the final letting price (which may be less than you paid ) less an administration fee of £50. If we are unable to re-let,

you remain responsible for the full rental cost and there will be no refund under any circumstances.

### **Circumstances Beyond The Control Of The Owner ( Force Majeure)**

If for any reason WE have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions , epidemics, destruction/ damage to the property (force majeure), you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons, you will be refunded part of the booking fee based on the time remaining of the booking. This will be the full extent of the liability of the owners. No additional compensation , expenses or costs will be payable.

### **Liability**

As far as the Law allows, Glamping The Wight Way Ltd, it's employees and representatives shall not be liable to you or your party for loss, damage or injury to you or any of your party or you/ their property or vehicles as a consequence of this agreement or the occupancy following thereon. You indemnify Glamping The Wight Way Ltd against loss, damage or injury sustained to the lodges and site , or any persons as a result of any breach of these conditions or arising from the fault of you or any members of your party.

**Assumption of Risks** - You will be staying on a working farm with live animals and potentially dangerous farm environment & equipment amongst other natural hazards. Whilst we take great 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 us as soon as possible. We strongly recommend that you take out travel insurance against the risk of accidents and your stay being cut short. Risk Assessments are available on request.

**Right Of Entry** - We shall be allowed reasonable right of entry to the lodges at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance. We would contact you to make arrangements in such circumstances unless it was deemed an emergency.

**Accuracy Of Details** - The website is as accurate as possible but cannot be warranted, nor do the descriptions form any contract. Whilst every effort is made to ensure accuracy of property details, descriptions and images, the facilities and services may alter. We reserve the right to alter improve any of the subjects without notice. The booking agreement confers the right to occupy the lodges for the agreed period only. We reserve the right to charge for overstays. You undertake to use the lodges solely for their purpose of self-catering accommodation and to accept the owner's right to refuse access to the accommodation to any person, whether the responsible person or guest of the responsible person, deemed unsuitable. Causing a nuisance or disturbance to neighbours or any unreasonable behaviour may result in the owner requiring the responsible person or their guests to leave the site.

**Information Collected** - we have a separate **Privacy Policy** which can be viewed [here](#).

**Children** - Our website is not targeted at children but in any event personal information will not knowingly be collected from children without parental consent.

**Complaints & Queries** - If you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We do not live on the farm, by we are always nearby and will do our best to resolve any problem. We are contactable during 9am - 7pm on 07585 956141 or by email using [glampingthewightway@gmail.com](mailto:glampingthewightway@gmail.com).