

Terms and Conditions - Campden Yurts

We want all our visitors to enjoy their holiday whether you are a family or small group. We are not a party venue and do not cater for raucous lively parties – quiet, sensible ones maybe!

Although we do not have any direct neighbours, sound does travel at night so we ask that noise be kept to a minimum in the evenings with a **Quiet Site Policy after 10pm** (no music or unreasonable noise that would disturb other guests/neighbours).

Please note this is a **non-smoking** site.

We do not have **wi-fi** (please pre-warn any teenagers) but the mobile/roaming data is accessible and the local hotels do offer wi-fi to customers.

Arrival: Your yurt will be available from 4pm. It will not be possible to have access before this so if you arrive early, please make use of the time and explore Chipping Campden. If you plan to arrive after 8pm, please let us know via phone or text – thanks. On arrival please ensure you read the 'Welcome and Safety Guidelines' in the folder in the yurt. We would appreciate it if you removed outdoor footwear before entering the yurt and place them in the storage box provided.

Departure: Please leave the site by 10.30am. The cook hut will not be available after 10am as we start cleaning this ready for the next guests. You are kindly asked to leave everything in a clean and tidy condition and wash/dry up/return all items before you leave. Thank you.

The Site: Hillside Nursery is on a hillside! It is not steep and we have gravel pathways that lead to all the key areas. We can lend you a wheelbarrow upon arrival to transport bags the short distance to your yurt as wheelie bags really do struggle.

Cars/Parking: Please enter the site at the top gateway and leave by the bottom gateway – and take extra care as you drive out as visibility is limited and you are joining a road that some people drive on very fast. There is plenty of room for parking.

Animals: We are set on a smallholding so there are animals around. Please respect our - and the neighbouring farm - animals and do not enter their fields, distress the animals or drop litter. Please keep the gates closed too, thanks.

Children: We want your children to have fun and stay safe – please supervise them especially around the campfire, wood burner and pizza oven and in the kitchen area. Please be responsible for your children's safety at all times and ensure any tools used ie axes or sharp implements are put out of reach after use. Please keep campfires small and manageable and do not bring candles or oil lamps into the yurts or shower block. We provide solar lighting in each yurt.

Please keep children and all members of your party out of the sheds/buildings on the smallholding.

Out of our Control: We are surrounded by countryside which means that along with the beauty and fresh air comes noises, smells (and creatures) as farmers and animals go about their business. We have no control over this and can not be held responsible for any disruption to sleep/your stay. At night you may hear animals – cows, owls, foxes, deer, badgers etc and we hope this will add to your 'closer to nature' experience, not detract from it. At certain times the farmers may be working in the fields into the night – such as when harvesting/ploughing. Earplugs are available in the utility room! As the yurts are outside they do occasionally have bugs/insects visit them – we do all we can to remove these but cannot be held responsible if more arrive during your visit.

Weather/Acts of God: If the weather becomes dangerous, or other circumstances arise that make it dangerous to stay on the site, please be aware that we may have to recommend alternative accommodation, which we will do our best to find. The final decision will be of the owners.

Traffic: Please be aware that Hillside Nursery lies along King Combe Lane. This means access to our site is easy, however we do get traffic noise especially at peak times as school and work traffic passes by. Previous visitors assure us this is not intrusive but again – earplugs are available if you are a light sleeper and want a lie-in!

Lost Property: Any property left behind will be returned by post on request only. All lost property will be kept until the end of the season and then disposed of.

Complaints: In the event that you have any complaint about your stay or any element of it, please notify Jane or Neill as soon as possible (while you are here) and we will do all we reasonably can to resolve the issue. We want you to have a great holiday so please talk to us while you are here if there is a problem.

Pricing: Prices on the website are not binding, but costs stated in any booking confirmation email you receive from Campden Yurts will be honoured as shown.

Information: Information on the website is correct to the best of our knowledge, but circumstances outside of our control may cause it to become inaccurate. We apologise for any inconvenience that may result from this.

Serious accidents: We do all we can to provide a safe, fun environment but this is a working smallholding. We cannot accept liability for any personal injury, loss or damage which may be sustained by your party or guests or our property during your stay at Campden Yurts. You will be held responsible/liable for any serious damage or loss sustained to property during your stay.

Now, the boring bits of our Terms and Conditions:

Bookings and payments for Campden Yurts

Bookings are only secure on receipt of your payment in full.

Group Bookings: The organiser of the group must be over 18 years old and is responsible for completing the groups details on the booking form and for co-ordinating all payments. The organiser agrees to take responsibility for the party occupying the Property and to notify Campden Yurts if they are not accompanying the party during their stay. It is a condition of our insurance and your booking that the total number in your party should not exceed the capacity of the yurt as advertised and should correspond with your booking form.

Guests: Please inform us of any extra persons visiting the site BEFORE they arrive – if they are not a member of the original party, we ask that they do NOT stay overnight.

Cancellation: Please contact us immediately by email if you have to cancel. If cancelling your booking 4 weeks or more in advance we will offer a partial refund if the yurt is re-booked. If cancelling less than 4 weeks before the start of the holiday date, a partial refund may be offered if the yurt is re-booked, at our discretion. We recommend purchasing holiday insurance.

Alterations: Please inform us as soon as possible of any alterations or change of requirements/information regarding those staying/visiting the property.