

Terms and Conditions

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 lively hen or stag parties – quiet, sensible ones maybe!

Although we have no direct neighbours, sound does travel at night so we ask that noise be kept to a minimum in the evenings.

Please note this is a non-smoking site.

Arrival: Your Yurt is available from 4pm on the day of your arrival. It is not possible to have access to the site before 4pm. If you plan to arrive after 8pm then please let us know – via a phone call or text -thanks. On arrival please ensure you read the 'Welcome and Safety Guidelines' notice placed in the Yurt.

We would appreciate it if you removed outdoor foot wear before entering the Yurts.

Departure: On the day of your departure please leave the site before 10.30am. The kitchen and toilet block will not be available after 10.00am. You are kindly asked to leave everything in a clean and tidy condition. Thank you.

Animals: Campden Yurts is a smallholding so there are animals around. Sorry, but we don't allow dogs or other pets on site. Please also respect our neighbour's animals and do not enter their fields, distress the animals or drop litter. Please keep gates closed too, thanks.

Children: We want your children to have fun and stay safe – please supervise them especially around the campfire, woodburner and pizza oven and in the kitchen area. We do our very best to provide a safe environment. Please be responsible for your children's safety at all times and ensure that 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. **All Yurts are non-smoking.**

Noise: We are surrounded by countryside which means that along with it's beauty and fresh air, comes noises and smells as farmers and animals go about their business. We have no control over these. At night you may hear animals – owls, foxes, rabbits etc so you may hear them hooting/barking/calling or even 'moo-ing'. We hope this will add to your 'closer to nature' experience, not detract from it. At certain times farmers may be working in the fields into the evening – such as when harvesting/ploughing.

Please be aware that Hillside Nursery lies alongside King Combe Lane. This means access to our site is easy (no long, narrow lanes to navigate) however, we do get **traffic noise** especially at peak times as school and other traffic passes by. Previous visitors assure us this is not intrusive but the distant sound of cars is noticeable at night.

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, please notify Jane or Neill at Campden Yurts as soon as possible 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 honored 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 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 for any serious damage done or loss sustained to property during your stay.

Now, the boring bits of our Terms and Conditions:

Booking and payments for Campden Yurts

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

Group Bookings: The organizer of a group booking must be over 18 years and is responsible for completing the group's details on the booking form and for coordinating all deposits and balance payments. The organizer agrees to take responsibility for the party occupying the Property and to notify Campden Yurts if they are not a member of the party. It is a condition of 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.

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 holiday date, a partial refund will be offered if the yurt is re-booked, at our discretion. We recommend purchasing holiday insurance.

Alterations: Alterations to your booking (ie dates) can only be made more than 10 weeks prior to the check in date, if new dates are available. Any alterations that lead to cancellation will be subject to the above conditions.

Liability: Campden Yurts accept no liability for accident, loss of property or personal injury whilst on your stay. You will be held responsible for any serious damage done or loss sustained to property during your stay.