

## TERMS AND CONDITIONS

Yes, this is boring, but the very important bit!

### **Booking Terms and Conditions of Stay**

By making any Booking to stay with us at Boundary Farm Glamping you agree to accept the following Booking Terms and Conditions of Stay.

- Your contact and personal details may be kept by us for future mailings and news. If you do not wish to receive these, please let us know. You may also opt out of receiving emails at any time by contacting us.

The booking process asks for your address details and phone numbers, these are required by the Local Authority so at any time we can prove you are not residents at the campsite. It also allows us to contact you should the internet fail and if we need to contact you whilst you are travelling to us.

- **We will not pass on or sell your details to any third parties.**

### **Cancellations**

Cancellation of the booking by the holidaymaker should be made in writing by emailing :

Josie at

Email Address: [josiesuffolk@gmail.com](mailto:josiesuffolk@gmail.com)

In the event of a cancellation, we will attempt to re-let the property and if successful, a discretionary payment may be made.

**However, we strongly recommend you take out holiday cancellation insurance as all payments are non-refundable**

### **Arrival and Departure Information**

We will make every effort to have the property available from 4:00 PM on the day of arrival. The property must be vacated by 10:00 AM on the day of departure.

Late departure will result in an additional charge being made.

- Our check-in time is from 4.00 PM on the day of arrival (unless prior arrangement has been agreed with Boundary Farm Glamping) Please note that the advised check-in time is between 4.00 pm and 6.00 pm, as the access to the field is not lit and cars are not allowed on the glamping field due to health and safety reasons.

Updated April 2022

- Our check-in times are for your interest to allow you time to unload your luggage and check out your glamping tent accommodation before dark.

Should you be unavoidably delayed, please contact Josie at Boundary Farm Glamping on 07888696454.

### **Cleaning**

Please make yourselves at home, and we hope that you as the holidaymaker and your party would respect the property as they would their own home. All bedding & towels are provided for your comfort & convenience please do not use them outside, as additional laundry charges will be applied.

Boundary Farm Glamping retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of your holiday.

### **Breakages**

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of their holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) before departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

### **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby allowing the property owner to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

- You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to compensate us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss. For clarification this includes damage other than normal wear and tear and also includes damage to mattresses and any extra cleaning due to failure to comply with Boundary Farm Glamping terms and conditions of stay.

- Any accidental damage must be reported as soon as possible, so the matter can be dealt

with (replacement fee/ cleaning fee may be applied). We reserve the right to charge guests for any damages/spillages made or additional cleaning required during your stay at Boundary Farm Glamping.

- No smoking (this includes vaping and e-cigarettes) in the Glamping tents or buildings. All cigarette butts are to be disposed of responsibly using the sand bins provided outside your tent.
- Boundary Farm Glamping reserve the right to cancel bookings in the event of severe weather conditions.
- We cannot cancel bookings due to poor weather or poor weather forecasts (unless we deem them too extreme for safe camping). If you feel you may not want to camp in poor weather, we suggest you make a last-minute booking rather than booking in advance. Boundary Farm Glamping cannot be held responsible for that which adversely affects your holiday which is outside of our control. These circumstances are known as 'Force Majeure's' events and are circumstances that Boundary Farm Glamping could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease, epidemics and all other similar events outside of our control.
- Boundary Farm Glamping will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to be liable for refunds or expenses caused by a Force Majeure event, or another event outside of our control, cuts short your booking if the event occurs whilst you are here.
- We very much recommend that you have adequate holiday insurance in place.
- Reference to any products, services or other information belonging to third parties does not imply or constitute an endorsement, sponsorship or recommendation by Boundary Farm Glamping. Links to other services not operated by Boundary Farm Glamping are provided solely for your convenience. Boundary Farm Glamping accepts no liability for any products, services, or other information provided by third parties.
- You can have day visitors during your stay but you must inform the owner. Day visitors are not permitted to stay overnight (Unless prior arrangements have been made). This is for your health and safety.
- Only those guests originally booked are permitted to stay on site. Any extra guests (adults or

children) will only be permitted on-site at the owner's discretion. If additional guests are allowed on-site, then extra charges will be applied)

- Our site is family-run. The family is capable of dealing with all matters of policy at our sole discretion when the need arises. In placing a Booking, you agree that you and your party will at all times comply with requests of the family. As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the Site.

- Children remain the responsibility of their parents or guardians and must be supervised at all times.

- We do not allow pets on the site; we are sorry but we cannot make exceptions to this rule.

Any guests found to not be respecting this rule regarding pets will be asked to leave & no refund will be provided.

- Do not use any fireworks, sparklers or Chinese lanterns. **NO CANDLES ARE TO BE USED INSIDE THE TENTS.**

- If you have organised for external suppliers e.g. activity providers to visit during your stay then we must be made aware of this. You are required to provide us with the details of any company visiting the site. This includes the times in which they will be present on the site.

- Guests and visitors agree to be considerate tenants and to take good care of the tents and facilities during their stay. Guests and visitors agree not to act in any way which would cause disturbance to other guests.

- Please read this section as it is important that you understand what you are agreeing to. Nothing in this section limits or attempts to limit our liability for (a) death or personal injury caused by our negligence, or (b) fraud or fraudulent misrepresentation; or (c) any breach of the obligations implied by section 2 of the Supply of Goods and Services Act 1982; or (d) losses for which it is prohibited by section 7 of the Consumer Protection Act 1987 to limit liability; or (e) any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability. Subject to the matters detailed above, if we fail to comply with these Terms, we shall not be responsible for any losses that you suffer as a result, except for those losses which we could reasonably foresee would result from our failure to comply with these Terms. In addition to the above, we shall not be responsible for any: (a) loss of income or revenue; (b) loss of business; (c) loss of anticipated savings; or (d) loss of data.

Our maximum liability shall be no more than to refund the amount paid by you for the holiday.

Updated April 2022

- We ask that you adhere to the Countryside Code including the following: (there is a copy in your welcome pack inside your tent)
- You will be staying on our farm and potentially dangerous farm equipment amongst other hazards. Also please be aware that some of the guest equipment, including the BBQs, gas stoves and wood-burning ranges may be dangerous if misused. Boundary Farm Glamping is not responsible for accidents (to the greatest extent permitted by law). Children must be supervised at all times.
- Keep to public footpaths.
- Do not walk across crops (this includes long grass).
- Leave no trace on the land as we have provided a variety of bins in your accommodation and at the car park.
- We reserve the right to terminate your stay without being liable for any refund or compensation where you engage in what we consider as unacceptable behaviour that causes a disturbance or nuisance to us, our neighbours or other guests; or you breach any Booking Conditions or Conditions of Stay.
- Please note that essential maintenance activities may be carried out the around the site or to accommodation during your stay without you being entitled to any compensation.

### **Group Bookings**

- It is essential that the entire group is made aware of the following Terms and Conditions. This responsibility lies with the person making the booking to ensure that the Terms and Conditions are adhered to.
- If any property is damaged during your stay, please inform the owner immediately. Serious damage to property will result in the group and or person who made the booking will be charged for the full amount for a replacement.
- PLEASE NOTE IF THE GROUP FAILS TO ADHERE TO ANY OF THESE TERMS AND CONDITIONS, YOU WILL BE ASKED TO LEAVE WITHOUT ANY REFUNDS AND YOU WILL LOSE YOUR DEPOSIT.
- The group organiser is responsible for collecting the deposits and final balances which are required to secure the booking.
- Final numbers must be confirmed 8 weeks before arrival. If numbers drop within one The month of arrival then no refund will be given.

- By booking and coming to Boundary Farm Glamping you agree to be responsible for your children and any children you are in charge of as well as your own welfare. You also agree to take all reasonable precautions against personal injury, injury to others and damage to the woodland, facilities and tent. Boundary Farm Glamping is not responsible for any damage or loss to your possessions that you bring to the campsite and surrounding fields. You use the facilities and amenities at the site at your own risk, e.g. the firepits. Candles and tea lights found in the tents must be within the candle holders and containers when alight. Boundary Farm Glamping accepts no responsibility for any loss or injury arising from being in the campsite, wider woodland and fields. By booking, you are acknowledging these Terms and Conditions, you are aware of the risks, hazards, and dangers of personal injury in entering the campsite, woodland and surrounding fields. (For example, the woodland may contain deadly poisonous mushrooms, toadstools, fungi, trip hazards, broken branches, fallen trees)
- Camping/Glamping in the Uk can mean a dramatic change in weather in a short period of time. Whilst we supply certain facilities and equipment, as described in the inventory set out on our website. This is still camping and you are responsible for your own wellbeing and comfort regarding appropriate clothing and footwear etc. In extreme weather conditions such as exceptional cold and snow, when forecasted we do our best to warn guests and give them the option to move dates (subject to availability) without being subject to the cancellation policy administration handling charge, or loss of any monies.
- We recommend you take out travel insurance.

#### Complaints Procedure

While we take great care to ensure you have an enjoyable stay at Boundary Farm, however if you have a complaint during

if you have a complaint stay, your stay please contact the owner as soon as possible. If a genuine complaint is not settled to your satisfaction, then you can write to Boundary Farm Glamping within 14 days of your departure.

- If you have any questions about your stay and require more information before arrival than is published on the website please do not hesitate to contact me, Josie, by telephone on 07888696454 (9 am-6 pm) or send us an e-mail using the contact form.

## **Liability**

- Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the value of the Booking and the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.
- We do not accept liability for any accident or loss from your car while on our premises or using the roadway, or the loss of valuables while left in the glamping tents.
- We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.
- Our Glamping tents are set on a meadow surrounded by farmland and woodland, the terrain and surrounding area can be uneven and has rabbit holes. Please ensure all of your group wears suitable footwear.

Thank you for taking the time to read the T&Cs.