



Glamping Terms and Conditions 2020

Our aim is to make your visit to Love2Yurt a memorable experience that you will treasure for years to come. However, we must ask that you read and accept the following terms and conditions which must be adhered to by all guests staying at Love2Yurt. This ensures we can maintain our standards; ensure your safety, and establish a clear legal contract for cancellation, damage and exceptional circumstances.

Arrival/Departure

All yurts are available from 3pm on the day of arrival. On departure all yurts are to be left clean and tidy and vacated by 10.30am (unless we have agreed an extended check-out) to allow us time to change the bedding, clean, replenish and make it lovely for the next guests!

Booking

When you make a booking, a booking confirmation email will be sent to you confirming the yurt/s, dates, times and payment details of your glamping holiday. ***Booking and payment is considered the establishment of a legal contract.***

Group Bookings

Unlike some yurt sites we don't turn away hen parties or mixed groups, however we are primarily a family yurt site and only able to accommodate groups who want to enjoy our quiet rural location. If your group fits in with our values, we ask you to agree to our terms by signing and returning our group booking form (either by post or by scanning first and then send by email.)

Payment

We request a **50%** deposit at the time of booking to make a reservation (25% if your booking is made the year prior to your stay), with the balance paid 4 weeks before your holiday. If your booking is made less than 4 weeks before your holiday, we request payment is made in **full**. Payments can be made by cheque (payable to Love2Yurt Ltd) or transfers via internet banking.

Cancellation & Refunds

We realise sometimes plans change and as such we will always do our best to re-let a holiday. If we are able to do so we will refund the cost of the holiday less a 10% admin charge. All cancellations must be confirmed in writing. We recommend you take holiday cancellation insurance to cover any loss should we not be able to re-let. In the unlikely event of the yurts not being available due to fire, flood, storm damage or theft Love2Yurt cannot accept liability or responsibility for any loss, including consequential loss, but the full cost of the holiday will be refunded. Government enforced closures are NOT included in our ability to refund and guests will have to claim on their holiday insurance.

Age Policy

As a general rule, we do not accept bookings from anyone under the age of 19 without parental approval. We do welcome 16+ year olds for sleepover glamping breaks with parental approval.

Breakages/Damage

We will only charge for replacements in exceptional cases, as we expect a degree of wear and tear. We politely request guests use the honesty box provided for small damages incurred.

BBQ/Wood Burning Stoves

A BBQ and wood-burning stove are provided for your enjoyment. Parents should ensure children are **supervised at all times** to avoid any accidents.

Children

'Limes Farm' is a wonderful place for children to play, **but parents or guardians are responsible for them at all times**. Please always use a fire guard (provided) with the wood burning stove. Children **must not play unsupervised** anywhere on the farm or in the farm's woods, lakes, streams or barns.

During your stay children **must not play** on any Farm machinery, in any of the Barns or wander around unsupervised by the residential buildings or Tearoom, as these areas are out of bounds.

Love2Yurt accepts no responsibility for any injury incurred on site. Please be careful on the decking areas as they may be slippery after rainfall, appropriate outdoor footwear should be worn.

Cleaning

Please remember some washing up areas are shared, so we request you clean up after use and try to accommodate others' usage. Please **do not** wear outdoor shoes inside the yurt. Please leave your yurt tidy on departure, in keeping with how you found it. Wood burning stoves & BBQs do not need cleaning.

Decorations:

You are welcome to decorate the yurt & outdoor areas but we politely request you use string or pins and not selotape or bluetac as it marks the structures. We request guests **do not use** confetti or table glitter.

Flames, hunting and Fireworks

No firearms, hunting paraphernalia, fireworks or Chinese lanterns are permitted on the farm. No naked flames of any sort are permitted inside the yurts apart from for the candles provided.

General Safety

Each yurt has a smoke, carbon monoxide detector, and fire extinguisher. The stoves are very safe if properly used - instructions are in each yurt and should be read before use. Stoves should not be lit by persons under the age of 18.

In the unlikely event of a fire, all guests should report to the fire assembly point located in the Love2Yurt car-park. Full evacuation details are provided in your welcome pack. We take every care to ensure you have a safe and enjoyable holiday, but cannot be held liable for any accidents or consequential loss.

Lakes

Please note that swimming, bathing or fishing **are not permitted** in the lakes.

Negligence

Guests will be held responsible for any fire, damage or alteration to any yurt or other structure caused by negligence.

Noise

We **DO NOT allow any loud amplified music** as this would disturb our other guests and local residents.

We really do enforce this and request that **noise after 10pm** is kept to a minimum i.e. quiet talking & soft music played via an iPod docking station or small Bluetooth speaker used inside the yurt or enclosed under-cover area. It's really important to us that other guests have a peaceful break and are shown respect. Anyone committing a nuisance or disturbing the peace may be asked to leave immediately and without a refund & a callout fee deducted from your Group Deposit.

No Fire Policy

Fires **are restricted strictly** to the wood burning stoves and fire bowls provided. No open fires are permitted at anytime during your stay with the exception of designated fire pits.

No Smoking Policy

All of our yurts, kitchens, toilets & washrooms have a strictly **No Smoking Policy**. Anyone who smokes outdoors or in the under-cover areas are responsible for extinguishing & disposing of their cigarette butts in the bins provided and must not litter the surrounding area.

Pets

We only allow 2 **small well behaved dogs** with **prior agreement** as it is a working farm. If your dog is permitted to stay, guests are politely asked they do not sleep inside the yurt and that their basket or cage is placed in the enclosed under-cover area.

Dogs must be kept on a lead whilst in the public grounds of Limes Farm and you are responsible for clearing up & disposing of any faeces.

Limes Farm Tearoom and Village pub accept well behaved dogs on a lead.

Re-cycling

We are passionate about recycling and would ask that you to comply by using our recycling facilities.

Lost/Stolen Property

Love2Yurt cannot be held responsible for any lost or stolen property. Any items found after check-out, will be held for 3 weeks for collection by the guest or you can request it be posted.

Security

Your yurt has a security lock to ensure your belongings are safe when you are away. An access code will be provided upon your arrival.

Silent Discos

We politely request you do not hold Silent Discos on site as despite the terminology, our experience is they result in a higher level of noise which can disturb other guests on site

Speed Limit

There is a **5MPH** speed limit in force on the Farm as there are children & animals on site. Please ensure ALL guests comply at all times.

Taxis

If you are using a taxi to or from the site, please ensure they know **to collect/drop you at the Love2Yurt car-park** NOT Limes Farm. At night, please ensure they dip their headlights and comply with the **5MPH** speed limit on entering Limes Farm

Unloading

Free car parking is available in the Love2Yurt car-park. We do not allow cars to be parked on the grass to ensure it is preserved and tranquillity maintained. Upon arrival, we provide wheelbarrows to take your luggage to your yurt. Please be aware that there is a 200 metre walk down to the Lower yurt site and an uphill walk to and from the car park and communal facilities.

Village Access - Walking

Access to the village should be via Manor Rd (follow the path leading up the hill – orchard on your left until you reach the Main Rd) To get to the pub turn right at the Main Road and take 2nd left into Baker Street- the pub is on your right.

Yurt Structure

It is prohibited to interfere or adapt the structure of the yurt in any way.

Wildlife

There is an abundance of wildlife on the farm. Enjoy it but be careful. Please don't leave rubbish outside of the yurts or under-cover areas as foxes could scatter it.