



## Glamp & Tipple Terms and Conditions

Glamp & Tipple Ltd  
Terms and Conditions  
VAT Registration Number [359 3875 45](#)  
Company Number 12890605

### **Bookings**

Glamp and Tipple Ltd handles bookings from persons over 18 years of age (and over 21 years of age for all-adult groups). We reserve the right, without giving reasons, to refuse a booking. When you submit your booking through the online reservation system you will receive an automated booking summary e-mail, to the e-mail address provided. Please check the e-mail for any errors.

The automated e-mail does not form a contract between you and Glamp and Tipple Ltd. A contract will be formed when Glamp and Tipple Ltd sends you a booking confirmation via e-mail.

Any issues must always be notified by email or telephone within 7 days following the receipt of the booking confirmation letter or before the start of your stay if that occurs within 7 days.

### **Group Bookings**

Glamp and Tipple Ltd has the right to refuse group bookings if we feel that they may be of detriment to other guests staying on site or the local residents.

To book the site on an exclusive basis, we have a minimum booking requirement of 2 nights. The person who makes a booking (the host) will be responsible for all persons included in the booking and should ensure that each guest is aware of these terms & conditions.

#### **Children on Site**

We welcome children to our lovely site but stress that they are the sole responsibility of their parent or guardian at all times and are not permitted to leave the site without being accompanied by an adult.

### **Site Regulations and Policies**

In order to make the stay at Glamp and Tipple as pleasant as possible for everyone, all guests must keep to rules of behaviour listed here, behaving in a considerate and safe manner to all people on site and local residents.

To respect fellow guests and local residents we ask that there are no high noise levels after 9.00pm with all noise to stop by 11.00pm.

We do NOT allow amplified music, drumming or live music at any time, unless it has been previously agreed in advance with enough notice for Glamp and Tipple Ltd to inform local residents of the timings of this. Clients are not permitted to bring speakers or amplification equipment at any time.

We are happy for low level music to be played on phones (or other small devices) as long as consideration is observed for all other guests on site.

**If we receive a call out for noise/anti social behaviour the guests will forfeit their security deposit, in full, and be charged an additional fee of £25 per for each call out.**

Fire-bowls must be kept within the designated areas and at a minimum of 4 metres from your accommodation, and **only** wood purchased from the Wood Store or brought in by guests can be used for the log burners. Please do not collect any wood from the farm for burning.

**Fireworks and sky lanterns are STRICTLY PROHIBITED as they pose a risk of fire and are a danger to animals.**

We do not allow any naked flames, smoking, gas fires, bbq etc inside the tents and ask that only the battery powered lighting provide is used during your stay. Please DO NOT bring additional lighting with you as the lighting provide is sufficient for you to be able to enjoy your stay in a rural/natural environment with a spectacular night sky!

We hope you love the natural environment as much as we do! We ask that you consider the Countryside Code including the following:

- Leave gates as you find them, closing a gate if found closed.
- Keep to public footpaths when exploring the local area
- Do not walk across crops (this includes long grass).
- Leave no trace on the land. We provide a variety of bins in your accommodation and at the car park.

If the Site Regulations are breached, in serious circumstances, we may ask you to terminate your stay without a refund. Glamp and Tipple reserves the right to make alterations to the set-up and opening hours of the facilities and supplies on the farm. Please note that essential maintenance activities may be carried out at the farm or to accommodation during your stay without you being entitled to any compensation.

You may encounter chickens while staying on our site. Please refrain from feeding them at any time and do NOT allow them to enter the tents.

There are horses in the paddock opposite the site. Please do not feed them at any time as they are on special diets.

### **Alcohol Policy**

Guests (over 18) are allowed to consume alcohol on site. However, we do ask that guests are respectful of all other guests and local residents in this regard and do not allow their behaviour and noise levels to cause a nuisance or disturbance. Should any complaints arise in this regard then we reserve the right to ask the guests in question to leave the site with immediate effect.

### **Noise Disturbance Deposit**

For all bookings we require a pre authorised noise disturbance deposit of £100 upon check in.

This a deposit we are required to take by the council to ensure that the site does not pose any adverse disturbance to the local residents. Should there be any complaints, made to us, by the local residents or other guests on site regarding unreasonable noise levels then we reserve the right to ask the guest in question to leave the site with immediate effect.

### **Security Deposits/Preauthorisations**

For all bookings we require a pre authorised security deposit of £100 and £150 for those guests bringing dogs, upon check in.

Where no extra's have been purchased and/or no damage has occurred we aim to release security deposits within ten working days of guests' departure. It can take longer if deductions are involved for repairs or replacements. The security deposit covers any costs to Glamp and Tipple for damage/breakages/extra cleaning or shop purchases during the client's stay.

You are provided with your own combination BBQ/pizza oven. Part of your security deposit authorisation is a £20 cleaning deposit for this item. If you use this item during your stay we ask that you ensure you leave it clean and empty on departure (using the special cleaning equipment provided). If we find it dirty and requiring cleaning after your stay we will charge the £20 cleaning fee.

### **Damages, Breakages and Cleaning**

For damages or breakages: Guests are advised to check the accommodation unit/s for any damages or breakages found at the beginning of their stay and to inform Glamp and Tipple of any that they find. Please let us know if anything gets broken so we can replace it for our next guest. We will only charge for replacements in exceptional circumstances, as we expect a degree of wear and tear. If damage is directly attributable to the guest, then we reserve the right to request payment towards costs of repair/replacement. Glamp and Tipple reserves the right to deduct this payment from your security deposit or invoice guests following their stay.

For extra cleaning: Guests are reminded that they must leave the property in the same condition as when they arrived, remove all food items and personal belongings and follow Glamp and Tipple's instructions about where to place rubbish etc. and return any moved inventory items to each accommodation unit or they may be liable for extra cleaning costs. If the accommodation unit is not left in an acceptable condition and Glamp and Tipple has to carry out extra cleaning above and beyond what they would normally expect this will be charged at £15 per individual staff hour Glamp and Tipple reserves the right to deduct this payment from your security deposit or invoice guests following their stay.

### **Children's Play Area**

Glamp and Tipple Ltd accept no liability for ay injury/accident occurring during the use of any play equipment by the guests while on site.

All users must be supervised at ALL times and the equipment should NOT be used in adverse weather conditions.

### **Lost Property Returns**

For lost property returns, Glamp and Tipple charges £10 for small items and £15 for large items towards staff costs for travelling to a Post Office, postage and packaging.

## **Accommodation**

### **Included in the accommodation price:**

Rental of accommodation pitches booked

Bed Linen, Bedding, Towels and Spa Robes (robes only when booking the private hot tub - 6 per hot tub provided)

Access to all areas of the site and communal equipment

Private designated bathroom with electric shower and eco toilet

All equipment needed for cooking and washing up etc

Running water in the communal area

Electric and WIFI

Starter allowance of wood, firelighters, kindling and matches provided in accommodation (more available to buy on site)

### **NOT included in the accommodation price:**

Rubbish collection (rubbish should be put in the large bins at the car park)

Washing up of all used kitchenware

Emptying the ash from the fire pit, BBQ and stove

Firewood above starter amount provided in your yurt on arrival (£10 per bag of logs)

Deck chairs/extra seating

### **Additional Cleaning Charge:**

We have an amazing team at Glamp & Tipple who work very hard to keep the site/yurts in tip top condition and, of course, our job is to ensure we clean thoroughly between every guest. However, we ask guests to be courteous and considerate to our staff and 'do their bit' to ensure that their yurt is left tidy at the end of their stay. As you may imagine cleaning is a very time consuming job and it is surprising just how much the below can really help out staff. Please ensure the following is done before departure as these things really do help our staff greatly:

1. Any kitchen/cooking equipment used should be washed up and returned to the yurt.
2. If you have used the BBQ/Pizza Oven we ask that this is cleaned out using the BBQ cleaning equipment provided.
3. You do NOT need to strip the beds but we do ask that the yurt is left in a respectful and considerate state.

Glamp & Tipple Ltd do reserve the right to charge a cleaning fee for excessively dirty/messy yurts which incur considerable extra cleaning time/staff costs. This charge would be anywhere between £20-£50 depending on the severity of the case. This fee would be deducted automatically from the card used for the security deposit.

### **Useful Things to Pack**

When we have been glamping we have found the following extras particularly useful:

- Slippers
- Wellington Boots
- Waterproofs
- Blankets (we provide blankets but you may like to bring extra)
- Insect repellent
- Sunscreen and Hats
- Warm PJs and Fluffy Socks
- Deck Chairs for softer/extra seating (we do have a couple on site you can use but this is on a first come first served basis and so we advise bringing your own)
- Additional Torches
- Fan (for very warm days)

## **Electricity Supply**

Glamp and Tipple Ltd cannot be held accountable for loss of electric (on your pitch) due to the client overloading the system. We are based in a rural field and although the electric supply is good it will trip if too many items are plugged in at the same time.

There are clear warnings and instructions given in writing within your tent on how to use the electric responsibly and you will also be given verbal instructions by our staff during your check in. It is the responsibility of the client to listen to and read all the information carefully.

Usually it is a simple job of going to your electric box behind your tent and turning the electric back on. However, if the issue is more serious then please contact us and we will do our best to investigate and have it back on as soon as possible (depending on the time of day this occurs it may take a little time to rectify).

No refund will be given if the cause of the issues with the electric is due to the client overloading the system.

## **Keeping Warm**

Glamp and Tipple Ltd cannot be held accountable for any inclement weather during your stay and if you choose to terminate your stay early there will be no refund given. Each pitch comes equipped with a wood-burning stove which should allow for plenty of heat inside the tent. You will also find electric heaters, radiator, hot water bottles and extra bedding inside your tent. It is the client's choice whether or not to use these items.

There is also a fire pit on each pitch for outside warmth as well as our communal fire pit at the main area.

It is the client's responsibility to ensure they bring suitable winter PJs/Onesies, thick fluffy socks, slippers and dressing gowns!

## **Prices/Special Offers/Discounts**

The prices on the Glamp and Tipple website are not binding and Glamp and Tipple reserves the right to modify these prices. The price stated on the booking confirmation (sent after automated booking summary) is binding. Special offers and/or discounts cannot be used after you have booked your stay.

## **Payments and Deposits**

- i. Deposits (30%) made by card payment are due immediately upon booking.
  - ii. Deposits (30%) made by bank transfer are due within 24 hours of making a booking.
- Full payment must be made if you make a booking within 1 month before the start date of your holiday.

If balances have not been paid on time then Glamp and Tipple Ltd reserve the right to cancel your booking and retain any payments made.

## **Payments Plans**

We are pleased to offer payment plans for all bookings which are further than 6 weeks in the future from the booking date. There are a few things to be aware of:

1. All bookings are subject to the same cancellation terms and conditions.

2. Balance payments must be completed in full by no later than 6 weeks prior to the arrival date as per our standard terms and conditions.
3. We offer weekly/monthly payment plans and the final payment will be no later than 6 weeks prior to the arrival date.
4. The client must contact us directly after placing the booking, to request a payment plan. If the client does not contact us within 7 days of making the booking we reserve the right to refuse the payment plan option.

### **Payments Methods and Restrictions**

We offer the option to pay by credit/debit card or BACS for all bookings.

The only time where we are unable to accept card payments is when extras are added to a booking after the initial booking has been made. In this event we ask all clients to pay for these extras by BACS in advance of the stay. Alternatively we can offer payment by card with a small transaction charge (£5 per transaction).

Items which are bought on site during the stay (wood or honesty shop items) can be paid for out of the security deposit OR by cash upon departure.

### **Cancellation Policy - Individual and Small Group Bookings - Guests Cancellation**

- i. Once the deposit has been paid this is non refundable.
- ii. In the event of cancellation less than 6 weeks before the start of the stay, the full booking amount will be payable.
- iii. If your stay is terminated early, the entire booking amount is payable.
- iv. It is a condition of your booking that you obtain appropriate travel insurance for all members of your group. This should ideally cover illness, cancellation and injuries during your stay.
- vi. We advise guests to take out separate travel insurance if they wish to cover costs incidental to planned travel such as lost baggage and accident protection including injuries during your stay.

### **Cancellation Policy - Exclusive Use - Guests Cancellation**

- i. Once the deposit has been paid this is non refundable.
- ii. In the event of cancellation of less than 16 weeks but more than 12 weeks notice then the full deposit will be retained
- iii. In the event of cancellation of less than 12 weeks notice then the full balance of the booking will be charged.
- iv. If your stay is terminated early, the entire booking amount is payable.

### **Cancellation of Your Booking by Glamp and Tipple**

We do not expect to have to make changes to your booking, however sometimes problems happen, and bookings have to be changed or cancelled. We will only change or cancel your booking:

- i.a. if necessary to perform or complete essential remedial or refurbishment works; or
- i.b. for other reasons unforeseen at the time you made your booking which are beyond our reasonable control. This may include occasions where the accommodation becomes inaccessible due to a Meteorological Office Severe Weather Warning or other unforeseen event.
- ii. If we do need to change or cancel your booking for the reason set out in Section i.a, we will do our best to offer you a suitable alternative booking. If we are not able to offer you a suitable alternative, or if you do not accept the alternative we offer, the booking will be deemed cancelled and we will refund you the total amount you have paid us for the booking.
- iii. If we do need to change or cancel your booking in line with i.b, because it becomes impossible to deliver the booking due to unforeseen events beyond our reasonable control, we'll do our best to offer you a suitable alternative booking for either the same dates or alternative dates. If you

don't accept the alternative we offer, the booking will be deemed cancelled and no refund of any amounts paid will be offered. If you are happy to rearrange your stay and the dates you choose are higher prices than the original booking (i.e. if you originally booked a low season date and instead choose a high season date) you will be charged the difference.

iv. We strongly advise that you obtain appropriate travel insurance for all members of your group. This should ideally cover loss of baggage and personal accident.

### **Making Alterations**

If you decide to make a major change to your booking will charge a £60 admin fee. We are not obliged to make any changes to the holiday after the booking has been confirmed, unless you wish to add packages to your holiday, subject to availability, add a booking, or move your holiday to a more expensive period.

### **COVID POLICY**

Due to the recent change in Government legislation/policy/restrictions for Covid19 we will no longer be offering special terms for clients affected by covid19.

All bookings are subject to our standard terms and conditions and cancellation policy.

### **Arrival and Departure**

You have access to your accommodation from 3.00pm on the day of arrival unless you have booked and paid for an early arrival which is from 1.00 p.m.

Latest face to face check in time is 4pm on the date of arrival. If you arrive later than 4pm we operate a remote self check in service.

On the day of departure you must vacate your accommodation by 10.00 am, leaving your accommodation clean and tidy unless you have paid for a late check out at 11:00am.

Please note that the advised check-in time is between 3.00 pm and 4.00pm. The check-in times are for your own interest to allow you time to unload your luggage and be shown the accommodation before dark. Should you be unavoidably delayed, please contact Glamp and Tipple at the numbers listed in the Welcome Pack and the travel directions.

**PLEASE DO NOT ARRIVE BEFORE 3PM (UNLESS BOOKED EARLY CHECK) AS YOU WILL BE ASKED TO WAIT TILL 3PM.**

### **Dogs on Site**

We are delighted to be able to welcome well trained/friendly doggies to our site from 14/03/22 onwards. Canine guests will receive the full Glamp and Tipple treatment with a welcome pack including:

Bed, bowl, lead, ball/toy, towel, treats, poo bags and ground stake with cable to use during their stay.

To enable us to continue welcoming your four legged friends there are some strict rules and policies that we ask ALL clients to abide by at all times:

- No more than 2 dogs per family/yurt
- Dogs will be charged £36 per dog per stay
- Dogs must be kept on lead at all times

- Dog owners will be required to sign a waiver form upon arrival at the site and pay a total of £50 security deposit in addition to the standard £100 deposit (£150 in total)
- Dogs owners are required to have appropriate insurance for their dogs
- All dog waste must be picked up and disposed off in the appropriate bins
- Glamp and Tipple Ltd accepts no responsibility for loss, injury or death of a pet whilst staying on site
- We regret we are unable to allow breeds which are listed on the Dangers Dogs List
- There are often other animals (chickens and sheep) around on the farm, we expect owners to ensure that their dogs are kept on leads and under control at all times
- Dogs must NEVER be left in the yurts unattended at any time
- Dogs are not allowed to swim in the on site natural pond. This is a home many animals and rare species and protected by the council as a pond of significant bio diverse interest
- Dogs are not permitted in any of the communal areas of bathrooms
- Dogs are not permitted on any of the beds or soft furnishings at any time
- Please be aware that all floor rugs will be removed if dogs will be staying in the yurt
- Yurts will be thoroughly checked on departure to check for any damage and charged for accordingly proportionate to the damaged caused
- If any of the rules and polices are breached at any time the guest will be ask to leave the site without a refund and forfeit the security deposit

### **Private Hot Tubs**

We are pleased to be able to offer a private wood fired hot tubs next to your yurt for your personal and private use.

- Use safety straps on the lid when the hot tub is not in use
- Children must be accompanied by an adult
- If you feel unwell be sure to leave the tub
- Anyone with medical conditions should check safety first
- Avoid drinking alcohol before/during use of tub
- Check water temperature before getting in hot tub
- We use eco chemicals in our tubs, please contact us if there is any issue with this
- Ensure all safety points are read and followed (these are clearly displayed on the side of the hot tub gazebo)
- Hot tub hygiene requires all users not add any products to the water. If the hot tub safety and hygiene advice is not followed, we may need to ask you to stop using the hot tub.
- All hot tubs are emptied, deep cleaned and refilled between each and every guest with new filter and eco chemicals added. Glamp and Tipple take no responsibility for the water cleanliness after the first use (apart from the standard daily monitoring). It is the client's responsibility to follow the hot tub rules and procedures, including showering before and after each use, to ensure the water remains as clean as possible.

From 3rd May 2022 all rates (on our direct website) include the hot tub as standard. If you booked before this date OR are booking on a 3rd party website please check with us whether your booking includes the hot tub.

If you have not got the hot tub included as standard in the accommodation price please be aware that we need at least 72 hours notice, if you'd like to add it, to ensure this is prepped and ready for you. If you give us less notice than this then please be aware that there will be a £15 charge, on top of the hot tub rate, to cover the additional staff cost to get this ready at short notice.

## **Emergency Contact/Out of Hours Contact**

If you require the help of a member of staff, at any time, during your stay then please refer to the guest information book located in your bell tent for the emergency contact mobile number. This will be manned 24/7 and a member of staff will always be on hand to help in any way they can.

## **Liability**

Glamp and Tipple Ltd and Rookery Farm accept no liability for:

- i. theft, loss or damage, of whatever nature, during or as a result of a stay at Glamp and Tipple
- ii. any defect or out of action equipment and loss or closure of supplies at Glamp and Tipple Ltd
- iii. loss or injury caused by any animals/wildlife found on the farm or glamping site (please refrain from feeding anything)

Guests are responsible for any losses and/or damage which occurs as a direct or an indirect consequence of their stay, irrespective of whether any losses and/or damages are caused by themselves or by third parties who are at Glamp and Tipple Ltd.

If you leave your tent in an inappropriate condition, additional costs can be charged to you.

## **Force Majeure**

Glamp and Tipple cannot be held liable if, through Force Majeure, the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Glamp and Tipple, including threat of war, blockades, fire, floods, staff strikes, and other disruptions or events.

## **Complaints Procedure**

We take great care to ensure you have an enjoyable stay at Glamp and Tipple however if you have a complaint during your stay please contact the site manager as soon as possible. If a genuine complaint is not settled to your satisfaction, then you can write to Glamp and Tipple within 14 days of your departure.

## **Risks**

You will be staying at a farm with animals 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. Glamp and Tipple is not responsible for accidents (to the greatest extent permitted by law). Children must be supervised at all times. We recommend you take out travel insurance against the risk of accidents and your stay being terminated early.

## **Day Visitors**

You can have day visitors during your stay (10am - 9pm ONLY) but you must inform us of their details prior to check-in and ask them to report to the office on arrival. Day visitors are NOT permitted to stay overnight.

Should it be found that visitors have stayed without prior consent then Glamp and Tipple Ltd reserve the right to charge £100 + vat for the additional guest/s.

Day visitors are permitted on site between 10am and 9pm and there is a charge of £12 per person, per day.

## **General**

Your contract partner is Glamp and Tipple Ltd. We are not bound by any printing errors.