



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. 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 forms a contract between you and Glamp and Tipple Ltd. It is the guests' responsibility to inform Glamp and Tipple Ltd of any errors on the booking.

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/private basis, we have a minimum booking requirement of 2 nights all year round. The person who makes a booking (the lead booker) will be responsible for all persons included in the booking and should ensure that each guest is aware of these terms & conditions and ensure that the online app is made available to all guests.

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 are asked to observe the site rules of behaviour listed here.

Please respect all fellow guests and local residents and observe the 'silent night' policy from 11pm till 8am.

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) in or around the yurts 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 for each call out. In extreme situations guests may be asked to leave the site and will not be offered a refund.

Kadai Fire-bowls **MUST** not be moved at any time.

Only **KILN DRIED** wood purchased from Glamp and Tipple Ltd 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. Guest are permitted to use sparklers **OUTSIDE** of their yurt but we ask that they are disposed of carefully in the main bins at the car park.

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! Great Ellingham Village is home to an Astronomical Observatory and subject to, a council imposed, 'Dark Night Sky' covenant.

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.
- Do NOT empty ash onto the grass.

Glamp and Tipple reserves the right to make alterations to the set-up and opening hours of the facilities and supplies on the farm. 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 wild/feral cats/kittens while staying on our site. Please refrain from feeding them at any time and do NOT allow them to enter the yurts.

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.

Security Deposits/Preauthorisations

For all bookings we require a pre authorised security deposit of £100 per yurt and £50 per dog (for those guests bringing dogs) on card upon check in. Unfortunately we are unable to accept security deposits in cash.

Where no extra's have been purchased and/or no damage has occurred we aim to release security deposits on the day of departure. However, the card processing company will take up to 10 working days to remove the pre-authorised payment from your account.

The security deposit covers any costs to Glamp and Tipple for damage/breakages/extra cleaning or shop/wood purchases during the client's stay.

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.

Extraordinary Cleaning

Guests are reminded that they are asked to leave the property in as tidy and clean a condition as possible. This includes washing up any used items and returning them to the yurt, removing **ALL** food items and personal belongings and follow Glamp and Tipple's instructions about where to place rubbish etc.

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 any 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

Please be aware that Glamp & Tipple accept no liability for any items that are left behind after your stay. If we find anything we will keep these items for a maximum of a 7 days and, they are not claimed in that time, they will be disposed of. If the client wishes Glamp and Tipple to post anything back to them they will be responsible for paying the cost of postage and staff time.

For lost property returns, Glamp and Tipple charges £10 plus the cost of postage.

Accommodation

Included in the accommodation price:

Rental of accommodation pitches booked

Private Hot Tub

Bed Linen, Bedding, Towels and Robes

Private Kitchen, BBQ & Firepit

Access to all areas of of the site and communal equipment

Private bathroom with heating, electric shower and flushing toilet (a short walk from your yurt)

All equipment needed for cooking and washing up etc

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

Running water in the communal area

Unlimited Electric and WIFI

Free Parking

4 Rolls of Toilet Roll (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 and cooking equipment

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 Toilet Roll (more available to buy on site or you can bring your own)

Electric Heater/Fans (available to hire)

Pizza Oven (available to hire)

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 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.

Groups

We understand that when you are part of a larger group you will naturally need/want to move items around the site and between yurts. All we ask is that, at the end of your stay, you kindly replace all the items back in the correct yurts to avoid items being lost or damaged.

All yurts have it's own colour scheme/theme and therefore if everything is left mixed up it can create a huge amount of work for our staff to find everything and replace in the correct yurt.

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 and photos of the yurt taken as evidence to support the charge.

Communal Area Usage

We hope you enjoy making use of the communal area during your stay! This is for the enjoyment of ALL guests on site and so we do ask that, unless you have booked the whole site for a private event, that this area is not utilised for any private activities as it is important that all guests who have paid to stay on site are able to use this space at any time.

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 £15 per person, per day.

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) - or you can hire one from us for £15
- Pop Up Gazebo for Shade in Hot Weather
- Additional toilet roll - we provide 4 rolls per booking (we do sell some on site if you forget!)

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 yurt 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 yurt 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.

Movie Projector Hire

We are pleased to be able to offer our movie projectors and screens for hire during your stay. However, please be aware that these are 'home' projectors (not commercial ones) and intended for indoor use only. We also advise that the best time to use them is in the evening/dusk when the light is low to ensure best picture quality.

Pizza Oven Hire/Packages

We are pleased to be able to offer our portable pizza ovens for hire during your stay. You can either hire the oven and pellets only for £15 per stay OR choose from one of our pizza packages.

Additional bags of fire pellets and pizzas are available to purchase from the on site honesty shop.

Wood Supply

As standard we provide 1 bag of kiln dried wood per night of your stay PLUS we will always heat your tub prior to your arrival.

Should you wish to purchase more wood from us during your stay you will have a locked wood box (behind your kitchen area) where you can help yourselves to more wood bags. **THESE WILL BE CHARGED FOR AT £10 PER BAG.**

We keep detailed paper and electronic records of the wood bags and ensure that your wood box is filled with 4 bags before your arrival. This is recorded on our spreadsheet and also by staff on the paper check list so we are able to refer to this should wood bags be used and not written on the honesty slip. After departure staff will check your wood box and should any bags have been taken they will be charged for.

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 yurt. You will also find hot water bottles and extra bedding inside your yurt. 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.

It is the client's responsibility to ensure they bring suitable clothing for the time of year, thick PJs/Onesies, fluffy socks, slippers and additional dressing gowns if required!

Please ensure that you are making an educated decision and checking the weather forecast and temperatures before booking to stay with us. We are open all year around and, if you enjoy the outdoors then our yurts make VERY inviting and warm/cosy environment providing that the guest uses all the equipment provided in order to keep warm.

Glamping is 'glamorous-camping' and so all guests are reminded that there will be a big element of the outdoors about the experience and our set up. Glamp and Tipple will accept no responsibility for failure of the guest to fully read the information provided online and in our welcome pack prior to booking/arriving and can not be held accountable for any lack of understanding about Glamping and the experience it provides. We are not a hotel and have never advertised ourselves as such (although we try to provide hotel standard facilities/services where possible) and guests are reminded that the bathrooms, although heated and with hot water 24/7 are a short walk from the yurt (around 20-30 seconds).

Adverse Weather/Winter/Freezing Conditions and Things to Know

Guests are reminded that the weather is something out of our control and our staff are always on hand to help as much as possible.

PLEASE BE KIND TO OUR STAFF THEY WILL BE WORKING HARD TO GET EVERYTHING ON AND WORKING FOR YOU.

However, on the odd occasions in the year when the temperatures drop to below zero please remember that we are in a field and the water pipes are exposed to the elements. This can sometimes mean that, first thing in the morning, the hoses, taps, toilets and shower pipes may be frozen but there will be a member of staff on site from 9am to help with this.

We also highlight that in strong winds it is imperative that guests take special care around the site and, in particular, with any items which are movable.

Additionally, during period of heavy and persistent rainfall we remind guests that it is their responsibility to bring appropriate clothing and footwear. It is highly likely that, during these conditions, you will find the site to be VERY muddy/boggy and with large sections of puddles and flooding.

Hot Weather and Things to Know

Guests are reminded that the weather is something out of our control and our staff are always on hand to help as much as possible. It is also the guest's responsibility to ensure they come appropriately equipped for the weather conditions at the time of their stay.

During hot weather we ask that guests are mindful of the following:

1. When the temperatures reach 30-40 degrees we will NOT pre heat the hot tubs for arrival. We see this as a duty of care for our guests and also it gives guests the option to either use the tub as a plunge pool OR hot tub. Full instructions on how to heat the hot tub will be given during check in.
2. Being in a rural field guests should be aware that there is limited shade. We can provide a parasol for the picnic tables, free of charge, on request. If guests wish they are permitted to bring their own pop up gazebo to use for extra shade near their yurt.
3. We do NOT provide fans as standard in the yurt. Guests are welcome to bring their own fan with them OR we offer the option to hire one from us for £15 for the duration of your stay.

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.

Loyalty Scheme

We are pleased to have our Glamp and Tipple Ltd Loyalty Scheme available for all our guests. Please be aware of the following terms and conditions:

1. Guests may collect 1 stamp for each **STAY** (not per night).
2. Once the guests has reached 5 stamps they will be eligible to book a FREE 1 night stay, in 1 yurt for 2 guests.
3. The free stay can be taken on any eligible/available weekday throughout the year.
4. Guest are reminded that weekends and school holidays are a 2 night minimum.
5. Guests can pay to upgrade their free stay to a weekend or school holiday on request and will be charged accordingly.
6. Guests can pay to add additional guest and extras.
7. The booking can only be made and taken by the guest named on the card.
8. The completed loyalty card must be presented/surrendered upon check in.
9. At the end of each stay the guest is requested to ask a member of staff to stamp their card.
10. A loyalty card may **NOT** be gifted to another person and can only be redeemed by the card holder.
11. The loyalty scheme was introduced in 2024 but we are allowing any previous stays from 2023 **ONLY** to be added to the cards.
12. Bookings that we prior to 1st January 2023 will not be eligible to be counted.
13. Guests are **NOT** permitted to use the free stay against a private hire/exclusive booking.

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.
- iii. Full payment must be made if you make a booking within 6 weeks before the start date of your holiday (for 4 yurts or less) and 12 weeks (for private site bookings)

If balances have are not 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. Details of the plan are as follows:

1. A non refundable 20% deposit is required to secure your stay
2. Equal payments will be taken either weekly or monthly
3. Last payment will be take 4 weeks prior to the start date of your booking

There are a few things to be aware of:

1. All bookings are subject to the same cancellation terms and conditions.
2. All payment plans must be arranged directly with Glamp and Tipple
3. Payments must be made by BACS (card payment is not available)

Payments Methods and Restrictions

We offer the option to pay by credit/debit card or BACS for all bookings (unless you choose a payment plan).

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. Balance is due 6 weeks before the start date of the stay.
- ii. In the event of cancellation of more than 6 weeks notice then the full deposit will be retained but no further payment will be due.
- iii. In the event of cancellation less than 6 weeks before the start of the stay, the full booking amount will be payable.
- iv. If your stay is terminated early or you choose to leave part way through your stay, no refund will be possible.
- vi. 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.
- v. 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. Balance is due 8 weeks before the start date of the stay.
- ii. In the event of cancellation of more than 8 weeks notice then the full deposit will be retained but no further payment will be due.
- iii. In the event of cancellation of less than 8 weeks notice then the full balance of the booking will be charged.
- iv. If your stay is terminated early or you choose to leave part way through your stay no refund will be possible.

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 to Your Booking

If you want to make a major change to your booking at any time you will be charged a £60 admin fee. We are not obliged to make any changes to the holiday after the booking has been confirmed.

If you wish to make a change to the date of your booking, after making a booking, we will do our best to resell your original dates. **ONLY IF** we are successful in reselling the date/s we will then give you the opportunity to rebook your stay for another time (we will need to resell the booking in **FULL** not just part of it). Please note that we will **NOT** be able to offer any refund of any monies already paid for your stay, the **ONLY** available option is to rebook your stay for new dates. If we are unable to resell the original dates booked then unfortunately we will not be able to allow you to move your booking to new dates.

If you are unable to rebook your stay after we have resold your original dates you are welcome to pass your booking onto a friend or family member who can reimburse you directly.

Alternatively, as per our advice in these terms and on your booking confirmation we are happy to assist with any insurance claims you may wish to make.

We do have to be strict with this policy as we have to be fair to all guests who wish to make changes to their bookings.

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 and we recommend all guests have appropriate travel insurance.

Arrival and Departure

We operate self check in from 15.00pm on the day of arrival unless you have booked and paid for an early arrival and face to face check in with a member of staff at 13.00pm (£36)

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

IF YOU DO NOT VACATE THE YURT BY THE 10AM (OR 11AM FOR LATE CHECK OUT) THEN YOU WILL BE AUTOMATICALLY CHARGED THE LATE CHECK OUT FEE OF £24.

Please note that we advise arriving in the daylight to allow yourself time to familiarise yourself with the site and facilities.

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

Dogs on Site

Canine guests will receive the full Glamp and Tipple treatment with a welcome pack.

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 £18 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.

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 yurt 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 yurt in an inappropriate condition, additional costs can be charged to you.

Guests are also reminded they may not roam around Rookery Farm, past the farm shop, for safety reasons.

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.

Generals

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