



## Terms and Conditions for The Hiveaway Glamping Ltd trading as The Hiveaway

### Covid-19 Policy

During such uncertain times we are extremely grateful for continued bookings and support from our guests. As government guidance is reviewed we will review our own situation. If restrictions remain in place which do not allow us to honour our bookings or do not allow our guests to travel to us:

- We will reschedule booked stays to suitable alternative dates by the end of 2021 or we will offer a full refund.
- If your stay has been booked directly with The Hiveaway Glamping Ltd, it must be rescheduled directly with us, not through a third party booking agent.
- If the cost of the new stay is higher than your existing stay the balance is to be paid by you, respectively, we will refund the difference to any new stay of a lower value.
- Our standard terms and conditions apply.

### Terms of Booking & Booking Deposit

By placing a booking with us The Hiveaway Glamping Ltd you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per cabin is illustrated in the cabin occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

In order to confirm your chosen Booking, you must pay a non-refundable deposit of 25% of your stay (or full payment if booking within 10 weeks of the date of your check-in), the full balance is required within 10 weeks of arrival. Deposit payments must be 'cleared funds' before a booking can be confirmed. Payments can be made online / over the phone using debit / credit card as well as by digital bank transfer. Any charges raised against us by our banks for handling dishonoured bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners. Our accommodation is not suitable for hen/stag parties.

### Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in by: 15:00pm and before 19:00pm on day of arrival
- Check-out by: 11:00am on day of departure

### Cancellation, Returned Deposit & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 10 weeks in advance of arrival date = Full refund of all monies paid
- Cancellation made within 10 weeks of arrival date = Balance less 25% non-refundable deposit paid
- Cancellation made within 4 weeks of arrival date = We are unable to refund the cost of your holiday

If extreme weather prevents you from reaching your holiday, taking or finishing your holiday, you are still subject to our cancellation terms and no refund will be offered. We strongly recommend that you take out a travel insurance policy which covers this eventuality

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made. The price of the accommodation includes Electricity, Linen, Towels and hot water

### Care of the Property, Equipment and Yourself

By booking and coming to The Hiveaway you agree to be responsible for your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to facilities.

We accept no responsibility for any injury caused when using the fire pit, wood burning hot tub or any equipment supplied. Please do not leave the fire pit or wood burning hot tub unattended at any time and ensure it is fully out when you are finished using it.

All contents & equipment must be left clean & tidy on departure and fridge emptied. We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Minor breakages are not usually charged for being reasonable wear & tear but we request that you inform us of any breakages before departure. Lost keys will incur a replacement charge of £10/key.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

### Right of Entry

The owners of The Hiveaway Glamping Ltd reserve the right to enter the accommodation at any reasonable time for the purpose of emergency repairs should they become necessary. Your right to privacy & confidentiality will be respected and we will accommodate any reasonable request as to timing or arrangements in this. The accommodation must be securely locked when you and the members of your party are out & care taken not to expose the property to any fire risk or other risk such as flooding. The owners reserve the right to retake possession of the accommodation at any time for any reasonable reason in particular misconduct has arisen in or around the accommodation.

### Description

The owners of the property make every effort to describe it fairly but also anticipate possible changes. All information published is given in good faith & is correct at the time of publication, but the owners can not be held responsible for changes beyond their control or which may become known after publication without reasonable opportunity for updating literature/information

### Site Information

There is open water and a stream on site, we request that no guests enter the pond or throws stones etc into it, to protect yourselves and the wildlife that lives there. Outside of the immediate area surrounding the cabin we cannot guarantee that the field boundaries on the site are secure.

## Smoking

We operate a strict no smoking policy in the accommodation. Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006. This also includes vaping.

## Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.

## Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.

## Complaints Procedure

You must inform the owners immediately if a problem arises and every effort will be made to rectify it as soon as possible so that you can enjoy the rest of your holiday. In the event of breakdown of domestic appliances, plumbing, wiring, or any unforeseen occurrence or circumstance the owners will not be required to pay compensation of any kind. Please note that we will not accept responsibility for any matter of which you are aware of but do not bring to our attention during your stay.

## Wood Fired Hot Tub

The wood fired hot tub requires you to fill the tub up with water, then light the fire to heat the water up. This process takes between 1.5-3hrs. The fire is prepared for use you just need to light & maintain it. Full instructions are left for you to follow. Once filled the tub has a 5 hour window of use. The tub/fire will be emptied and cleaned once a day ready for you to use it again. We supply enough wood for the hot tub (included in the price of your stay, unless stated otherwise) to maintain the fire for the advised amount of time if the fire is run sensibly. If you require more wood it can be purchased on site.

## Hot Tub Rules of Use

- If you are pregnant please seek the advice of your midwife before using the hot tub.
- Persons with heart disease, diabetes, low or high blood pressure, or any serious illness should not enter the hot tub without prior consultation with their doctor.
- People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection.
- The heat of the hot tub water speeds up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness.
- Never use the hot tub while using or after using narcotics or other drugs that may cause sleepiness, drowsiness or raise/lower blood pressure.
- Children under the age of 12 are not permitted to use the hot tub. Children do not regulate their temperature in the same way adults too & could over heat more quickly than an adult.
- Children over the age of 12 may use the hot tub under constant supervision of an adult & should be limited to 5 mins in the tub.
- The hot tub is provided for relaxation purposes and is not meant for children to 'play, jump or swim' in. Strictly no jumping or excessive splashing. If the water drops below the top pipe significant damage will be caused to the wood fire. If this happens we will seek to recover replacement costs.
- You should limit your time in the hot tub to a maximum of 15 minutes as extending this time can affect your inner organs and cause fever-like conditions.
- Shower with soap and water before and after using the hot tub.
- When the tub is not in use please make sure the cover is on fully.
- We advise that you don't use the hot tub alone.
- Avoid using the hot tub immediately after a heavy meal

- Take care when entering and leaving the hot tub. When leaving the hot tub leg muscles may be relaxed enough to make you unsteady.
- Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate.
- Never use glass near/in the hot tub as broken glass can cause a risk to people in barefoot and is very difficult to see within the hot tub water.
- Take care on the decking by the hot tub as water from the tub can cause it to be slippery.
- Do not use any electrical appliances near/in the hot tub.
- No dogs allowed in the hot tub at any time.
- If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists please let us know as soon as possible.
- If any fault or damage occurs with the hot tub stop using it and please contact us at the earliest convenient moment.
- Ensure no contaminants i.e.. bubble bath, alcohol, oils etc are placed in the water as this can upset the natural balance of the water.
- Do not use the hot tub if you have had diarrhoea within the last 14 days.
- If any extra cleaning above & beyond what we expect from normal usage is needed we reserve the right to ask for the cost of this to be covered.
- Take care when near the wood burner, fire, surround or chimney. These become VERY hot when in use. The inlets inside the tub also become very hot and care needs to be taken around them.
- Use the safety gloves provided in the fire pit box when opening the wood burners door, adding logs or tending to the fire.
- Do not attempt to open the door without the gloves.
- Check the temperature of the water carefully prior to entering the water & throughout your time in the tub.
- Do not stay in the water if the temperature rises above 39 degrees or if you don't feel comfortable. Cold water can be added at any time.
- DO NOT light the fire until water is fully covering the top hole in the tub.
- Always ensure water is covering the top hole inside the tub, including when you have finished using it.
- DO NOT empty the water out of the tub under any circumstances. This will cause damage to the wood burner.
- Once the hot tub has been filled with water please do not use after 5 hours. We will empty the water & clean the hot tub once a day ready for you to use it again the following evening. Cleaning usually takes place between 11am & 3pm unless you arrange otherwise with us.

For your information – the process from filling the tub & lighting the fire through to the tub being ready to use takes approximately 1.5 to 3 hours.

### Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and addresses. This is in accordance with the (Immigration (Hotel records) Order 1972). Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which is available on our website. You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

### Our Right to Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.