



## **Terms and Conditions Version 11 (June 2023)**

For the purposes of these terms of letting the 'guest' shall mean the person named on the reservation form and Wallops Wood Ltd shall be referred to as 'we'.

### **1. Deposit**

A provisional booking shall be held for no longer than 48 hours (unless by agreement) and shall become a firm booking when we have received a completed booking form and a deposit equal to 30% of the total amount.

### **2. Payment**

Remittances must be made in £s sterling as set out in the invoice by one of the following methods: cheque (made payable to Wallops Wood Ltd); bank transfer (sort code: 30-96-61, account number: 27755060); debit card; or credit card. Any charges raised against Wallops Wood Ltd by a guest's bank for handling dishonoured cheques, bank transfers or other payments or shortfalls will be passed on to the guest.

### **3. Contract**

When a booking enquiry is submitted via our online reservation system, an automatic summary is generated and sent to the email address provided. This summary does not form a contract between the guest and Wallops Wood Ltd. A contract shall only arise when the deposit has been paid and we have confirmed the booking in writing by email. The contract is governed by English Law, and any statutory rights are not affected by anything contained in these booking conditions.

### **4. Joint bookings**

In the event that two or more parties are taking a single hut together, or more than one hut, the booking is to be made under a single name (the guest), who shall be responsible for all payments and damage.

### **5. Communication**

All correspondence will be by email unless postal correspondence is specifically requested at the time of booking. We do not warrant, and are not responsible for, the accuracy of any verbal information given or any statement made by our staff or employees.

### **6. Final payment**

The full balance of the total holiday cost is payable no later than 8 weeks before the date of arrival. Reminders or receipts will not be sent unless requested. If the full balance is not paid on time, we reserve the right to cancel the holiday booking.

## 7. Cancellation

Cancellations must be immediately notified to us by phone and confirmed in writing or by email.

Cancellations must be for the whole property booked. If multiple huts have been booked, it is possible to cancel a hut/some huts and for other members of the party to stay in the remaining booked hut/s.

Guests wishing to cancel will be offered the opportunity to rebook their stay for future dates subject to availability. Monies already paid will be transferred towards the new booking, at the price pertaining to the new dates. Any balance due is to be paid 8 weeks before arrival, as per clause 6.

If eligible for a refund payment, reimbursement will be made to the cancelling guest on the scheduled check-out date of the original booking, to the card or nominated bank account used for payment.

### **Covid-related Local and National Lockdowns or Travel Restrictions:**

We guarantee a full refund of monies paid in the event of

- (1) a National Lockdown and/or
- (2) the government placing the address given on the booking form into a Tier with a Do Not Travel restriction.

### **Our refund guarantee does NOT cover guests for**

- (1) falling ill with Covid (or any other illness),
- (2) a requirement to self-isolate or quarantine, or
- (3) a Track & Trace alert preventing them from travelling.

Those situations can all be covered by taking out suitable travel insurance.

### **Other cancellations:**

Guests wishing to cancel will receive refunds on the following scale:

- 100% refund if cancelled up to and including 7 days prior to arrival;
- 50% if cancelled between 6 days and up to and including 3 days prior to arrival;
- 0% if cancelled between 2 days and up to and including arrival date.

As soon as we are informed in writing by email of a cancellation, we will make the dates available for rebooking on our website.

For cancellations from 6 days and up to and including arrival date: if we are successful in re-letting, we may be able to refund in full, less any discount we have had to make for the new booking. It may not be possible to resell all the dates for the price previously paid by the cancelling guest, particularly if we have had to discount.

We emphasise that guests should obtain their own travel insurance (we regret that we are unable to recommend specific companies and policies).

### **7.1 Circumstances on site beyond the control of the owner**

If for any reason we have to cancel your booking in advance due to circumstances beyond our control at our site – for example fire, flood, or destruction/damage to the property – then we will at our sole discretion seek to find you comparable accommodation for your dates, or will offer you alternative dates, a full value voucher, or we will refund the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be relocated/credited/refunded part of the booking fee value based on the time remaining of the booking. This will be the full extent of the liability of the Owners. No additional compensation, expenses or costs will be payable.

### **8. Non-availability**

If the hut booked becomes unavailable or unusable for some reason prior to the date of arrival, we will immediately notify the guest and offer an alternative hut. Or, in the event that one is not available, we shall reimburse the guest with any monies paid for the accommodation.

### **9. Occupation**

Accommodation is limited to the number of persons for whom the booking is made. In the event of a breach of this condition, we reserve the right to require the guest and their party to vacate immediately, without recourse to compensation.

The maximum number of persons per hut is as per the advertised number, and no over occupation is permitted. Any over occupation without prior agreement will be deemed to be in contravention of our Terms and Conditions and subject to para 30.

### **10. Loss of property**

We cannot be held responsible for loss or damage of guests' belongings or for injury sustained during their stay at the huts. In the event of property being left on site, best efforts will be made to locate the items and arrange return at the guest's expense.

### **11. Pets**

Up to two pets are welcome in each hut for a supplementary charge of £30 per animal to cover additional cleaning. We ask that worming and flea control programmes are up to date for the benefit of your pets and as a courtesy to subsequent guests in your hut. Please refrain from allowing your pets on the furniture or leaving them unattended in the hut. A welcome pack containing a throw, towel, eating & drinking bowl, treats, toy, collar & tag and bags are provided, please use these and dispose of animal waste in the bins provided. Please do not allow dogs to run free unattended in the meadow. Dogs must be kept on a lead or tether at all times. Tethers must be no more than 2 metres long. Dogs are not permitted in the shower hut. The huts are in a rural location and there are livestock in the fields nearby, please obey the Countryside Code and keep your dog(s) under close control at all times for their own safety as well as the benefit of livestock and other walkers and their dogs.

## **12. Wildlife and nature conservation**

We want you to get the most out of your stay at Glamping at Wallops Wood and of course, that includes exploring and appreciating the surrounding countryside. However, we also have a responsibility to protect and conserve the adjacent woodland, flora and fauna, so please stick to these rules:

- We advise guests not to enter the woodland. If they choose to do so, it is at their own risk, as guests entering the woods are not covered by the site's public liability insurance.
- Glamping at Wallops Wood accept no responsibility whatsoever for guests injuring themselves or coming to harm outside the site boundary.
- Please do not climb trees. It is dangerous and can also cause damage to the trees.
- Do not hang anything from or over trees and bushes.
- The woodland to the east of the site is out of bounds to guests, except for the access track. The eastern side of the site is the boundary adjacent to the car parking area.
- It is illegal to pick protected wild flowers or to uproot any wild plant.

## **13. Rights of entry**

Wallops Wood Ltd and/or its agents reserve the right to enter the huts at any reasonable time for any reasonable cause.

## **14. Damages**

The guest undertakes to keep the hut and all the furniture, fixtures, fittings and effects in the same state of repair and condition as at the date of arrival subject to reasonable wear and tear. Breakages and damage must be reported as soon as possible.

## **15. Cleanliness**

Every effort is made to ensure the huts are maintained to the highest standard of cleanliness. The guest undertakes to leave the accommodation in a clean and tidy state at departure. We reserve the right to make a charge for extra cleaning in the event that the hut is deemed to have been left in an unsatisfactory state at the time of the inventory check following departure. Please see our COVID-19 page for information on our COVID-19 cleaning protocols:

<https://www.wallopswoodcottages.co.uk/cleaning-protocols/>

## **16. Smoking**

Smoking is not permitted inside the huts. Please do not drop butts on the ground or throw them into the woods, dispose of them carefully – they are a fire risk in dry weather and also to the huts.

## **17. Arrival and departure**

Check-in by the guest and their party is from 4pm-7pm. Check-out should take place no later than 10am on the day of departure.

### **18. Complaints**

Every care is taken to ensure that the huts are maintained and presented to a high standard. However, if upon arrival or during your stay you have any cause to complain, please do let us know immediately and every effort will be made to assist and rectify the situation. We will not be liable to make any refund in respect of complaints made after departure. We value every booking and want all our guests to enjoy their holidays.

### **19. Acts of God**

Acts of God means any unforeseeable event that is beyond the control of Wallops Wood Ltd, and shall include, but is not limited to: war, natural or nuclear disaster, fire, epidemics or terrorist activity. We are not liable to provide a refund in event of Acts of God and recommend you have appropriate Holiday Insurance to cover this possibility. If the huts become inaccessible due to bad weather we will do our best to inform the guest and to offer you alternative dates.

### **20. Noise**

Loud music is not permitted. Please ensure noise is kept to a minimum between the hours of 10pm and 8am either inside the hut or in the outside space. Please ensure if you are in a hut with a hot-tub – they are vacated by 10.30pm, as per hot-tub usage policy. Please be considerate of other guests of Glamping at Wallops Wood at all times. Radios, TV and audio equipment are only permitted inside the hut. The playing of acoustic musical instruments is encouraged as long as the sound is kept to a reasonable level so as not to disturb other guests.

### **21. Cars and access**

A strict 5 MPH speed limit operates everywhere on the site, including the access track through the woods.

The access track is a single lane. Vehicles leaving the site should give way to those arriving.

Guest's motor vehicles must be left in the car parking area when on site.

Cars must not enter the site field, except when unloading or loading guest's luggage at the beginning and end of the stay.

Vehicles are not to be driven around the site for amusement.

Guests must not leave their vehicles in the vicinity of the neighbouring cottages or on the site access route.

The site is closed to motor vehicles between 11.30pm and 07.30am

### **22. Firewood**

A plentiful supply of logs and kindling is available from the log stores located around the site. Please do not take firewood from the woods. Dead and rotting wood provides an important habitat for insects, animals and fungi.

### **23. Lighting**

To conserve wildlife and enhance the natural beauty of the surrounding landscape, there is no external lighting on the site.

Guests may only use torches and lanterns to find their way around. No other source of external lighting is permitted on site.

Car headlights must not be left on for excessive periods when the vehicle is stationary, and not used to provide general illumination.

Battery operated candles are permitted, naked flame candles are not.

### **24. Toiletries**

We have commissioned New Forest Aromatics to supply us with organic and sustainable shower gel and hand wash in the en-suite huts and wash hut. These remain the property of Wallops Wood Ltd.

They are changed and refilled after every guest, so that we minimise plastic use and also offer the best service we can.

### **25. Barbecues**

They must NOT be left unattended and must be extinguished after use. Children under 18 are not to be left in charge of barbecues or open fires.

### **26. Fireworks**

Fireworks are prohibited on site.

### **27. Tents and personal equipment**

Guests are not permitted to erect tents or shelters on the site.

Permanent ground sheets are not permitted as they cause damage to the grass.

Generators are not permitted.

For safety reasons, guests are not permitted to use their own gas, petrol, paraffin or oil lamps inside the shepherd's huts.

Hand held battery powered torches and lamps are allowed, but halogen lights powered by car batteries or similar, are not.

### **28. Groups**

Hen parties/stag parties are allowed at the owner's discretion.

If, in the owner's opinion, any guest/s staying at Glamping at Wallops Wood is considered to be behaving unreasonably, causing annoyance, or detriment to either the site's interests or those of the other guests, they will be asked to vacate the site immediately. No money will be refunded.

### **29. If a guest suspects they have COVID-19 symptoms**

If a guest arrives with or develops COVID-19 during their stay, they must immediately advise Wallops Wood by telephone and return home to self-isolate. This is to avoid close contact with guests who may be at higher risk from COVID-19. Once a property is vacated post infection, appropriate cleaning procedures will be followed.

Please see our COVID-19 web page for the latest information:  
<https://www.wallopswoodcottages.co.uk/cleaning-protocols/>

### **30. Contravention of our Terms and Conditions**

Wallops Wood Ltd and/or its agents reserve the right to require the guest and their party to vacate immediately, without recourse to compensation, should any of our Terms and Conditions be contravened.