

## Glamping Bookings Terms & Conditions

### Key Points:

The Booking confirmation and these terms form the contract between us

You enter a booking contract with us once we have issued you our booking confirmation and you have paid a deposit.

You can make changes to your booking via email and telephone. We will amend your Booking Confirmation to include any changes agreed by both parties and email you an updated booking confirmation.

We reserve the right to make amendments to your itinerary should we need to (you will be contacted to confirm these amendments)

We cannot offer Cancellation Insurance as a company, but we would strongly advise you to take out Travel Insurance as soon as your booking is confirmed.

Please read the full terms below for more information.

### **Your Booking:**

- a. A booking contract will exist as soon as we issue our booking confirmation email and you have paid a deposit. This booking is made on the terms of these booking conditions. The person making the booking (the lead name) must be over 18 years old and when you make a booking you guarantee that you have the authority to accept and do accept these terms and conditions on behalf of your party.
- b. We will only deal with the lead name in all subsequent correspondence, including changes, amendments, and cancellations. If you would like to amend the lead person, please notify us in writing.
- c. If you have booked more than one activity, we reserve the right to change the order of activities around should we need to.
- d. In the event of extreme weather during your stay: High Winds /Extreme Cold/Snow/Heavy Rain, we may at times have to make amendments to your activity itinerary in line with our Health & Safety Policy. If we must cancel one of your activities due to weather, or any other unforeseen event we will offer you an alternative activity or a refund
- e. Your personal safety is of paramount importance to us and therefore it is imperative that you advise us at the time of booking of any condition, medical, behavioural, dietary that might affect your enjoyment. This should include, but not be limited to, any special dietary requirements (including for example, allergies) and any reduced mobility affecting you or members of your group.
- a. All prices we advertise are accurate at the date published. In the unlikely event of an administrative error leading to an incorrect price being displayed on your confirmation we reserve the right to correct it (including after a booking has been confirmed).

**Payment Schedule**

Group	Deposit	2 <sup>nd</sup> Payment	3 <sup>rd</sup> Payment	Final Balance
Youth Groups/Sports Tours	20% on booking	35% - 2 months before arrival		45% -1 month before arrival
Stags/Hens/Family/Friends	£35 per person on booking			Remaining balance - 8 weeks before arrival
Corporate	Deposit 20% - Invoices can be sent for full or part payment. Remaining balance 1 month before arrival.			

- a. When you make your booking, you must pay a deposit as notified to you at the point of booking. The table above shows when all payments are due. All payments must be received by Oaker Wood Leisure Ltd by the due dates as stated above. Email reminders will be sent prior to due dates, failure to comply with payment due dates will result in the booking being cancelled and any monies paid will not be refunded.
- b. The deposit is based on approximate numbers in accordance with our minimum number policy. Final numbers need to be confirmed prior to the date of the final balance. You can increase your numbers after this date, if you wish to decrease your numbers please contact us.
- c. For all Glamping bookings a damage/cleaning waiver of £10.00 per person is payable as part of the final balance and is shown on your booking confirmation, and payable before your arrival. (Please note groups of less than 15 people, the minimum damage waiver is £150.00) The damage/cleaning waiver will be refunded after your visit if there are no damages, or extra cleaning required.
- d. Payments can be made via bank transfer or by contacting the office to pay by debit /credit card. We cannot accept individual payments from members of your group due to the high cost of processing and banking them. We do not accept payment by American Express.
- e. All our prices are based on 20% VAT, we reserve the right to increase our prices in line with any Government VAT increase. The increase would be charged on all existing and future bookings.

**If you cancel your Booking:**

- a. If you wish to cancel your booking, we must receive written notification from the lead name, the deposit is non-refundable. (We advise you to take out Cancellation Protection Insurance on booking).

**If you change your Booking:**

- a. If, after our booking confirmation has been issued, you wish to change your booking in anyway, we will do our utmost to make these changes, but it may not always be possible.
- b. If any changes are made to your booking a new booking confirmation will be issued.

**If we cancel your Booking:**

- a. We reserve the right to cancel your booking, if payments have not been received, but we will endeavour to contact you before cancelling.
- b. In the event of met office warnings for high winds/snow in the interests of Health & Safety we may have to close our Glamping Villages/Activity Site. In the unlikely event we will contact you at least 48 hours in advance of arrival to discuss your options.

### **If we cancel your Booking - continued**

- c. We will not be liable for any failure or delay in performing our obligations where that failure or delay is caused by or arising from events or circumstances beyond our reasonable control. Such causes include, but are not limited to, acts of God, strikes, lockouts or other industrial action by third parties, riots and other civil unrest, floods, unusually severe weather conditions, fire, explosion, earthquakes, subsidence, acts of terrorism (threatened or actual) acts of war, (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond our reasonable control.

### **Covid 19 Cancellation Policy**

- a. If your booking is unable to go ahead on the planned date due to a National Lockdown or if Oaker Wood is closed due to local Tier Restrictions, you will be entitled to transfer any monies paid to a new date or receive a full refund.
- b. If Oaker Wood is open but you are unable to visit due to your home location being in lockdown or travel restrictions you will be entitled to transfer any monies paid to a new date, or a full refund.
- c. If you have to cancel because you or any other member of your group is self-isolating/or do not wish to travel we can transfer your deposit to a suitable date but are unable to give a refund in these circumstances.

### **Conduct:**

- a. We reserve the right to refuse to accept you as a customer or continue dealing with you if we believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive,
- b. When you book with us, you accept full responsibility for any damage or loss caused by you or a member of your group. Full payment for any such damage or loss will be deducted from your damage/cleaning waiver, or an invoice will be issued to the lead name. The site should be left in a clean and tidy state, if we need to do additional cleaning your damage/cleaning waiver will not be refunded in full.
- c. If we believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive, you damage property, you upset, annoy, disturb, or put any other customer or our staff in any risk or danger than the individual (or entire group) will be asked to leave the site.

### **Data Protection:**

- a. We will use and process your data in accordance with our Privacy Policy which can be found on our website.

### **Arrival & Check Out**

- a. Your arrival time will be agreed in advance, if you are going to be later than agreed, out of courtesy, please call us to advise of the new arrival time.
- b. On arrival, please report to the office/or follow signs to activity check in.
- c. Our standard check-out time from our Glamping Villages is 10am. This is to enable us sufficient time to prepare for the next group.

### **Firewood:**

- a. We will provide you with adequate firewood for your stay if you think that you will run out please speak to the Instructor on site and you will be able to purchase more.

### **Alcohol:**

- a. You may bring alcohol to be consumed in your Glamping Village only. If our instructors feel that any participant is under the influence of alcohol/drugs then they will not be permitted to participate in the activity session, there will be no refund given in this circumstance.