

When booking accommodation with Hollington Park Glamping, you are agreeing to enter into a binding contract with us.

References to 'us' and 'we' in these Conditions relate to Hollington Park Glamping and references to 'you' or 'your' relate to the person making the booking and all members of that person's party. When we email confirmation of a reservation to you, we enter into a contract with you, which is subject to these Booking Conditions.

1. Hollington Park Glamping accepts no liability for loss or damage to possessions and/or personal injury. In making this booking you are accepting full responsibility for yourself, your booking party, your children and animals and you are agreeing to abide by our Terms and Conditions, to follow.

All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owner's risk. Hollington Park Glamping accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles.

Booking Form: Booking forms are completed via the online booking system. If you make a phone booking we will complete the form for you.

2. Booking Confirmation: We will send you a booking confirmation via email. Please contact us if you do not receive this. Please check your Booking Confirmation and notify us of any errors immediately. You must be over 18 year of age to make a booking

3. Payment: During the processing of your completed online booking form, your full payment must be processed via our accepted payment options unless otherwise agreed or if using one of our booking channels which take a deposit and the remainder of the payment at later date . If you make a telephone or email booking an immediate payment will be requested to secure the booking. To secure the booking, payment must be made in full. This payment is non refundable. Dates are non transferrable. You have two days in which your payment must be processed into our system from your bank or financial institution. If the payment is not received in this time we reserve the right to cancel the booking

Cancellation or Changes by YOU: It is essential that you let us know immediately if you need to cancel your booking. Please telephone us and then confirm in writing. If you cancel your booking the following applies:

We will in all cases attempt to re-let your accommodation. We do not offer free cancellation or transfer of dates. If you let us know of any changes you wish to make to the booking within 4 weeks of the booking date we will try and re sell your dates. If this is successful we will offer a 50% refund, however if we cannot re sell your dates apologies but a refund will not be due.

If you choose to vacate your accommodation before your departure date, as this is your choice you will not receive a refund.

If you arrive after your arrival date you will not receive a refund.

If you do not arrive within 18 hours after the date of check in, if no explanation is offered from the guest, we reserve the right to relet the accommodation

Cancellation or Changes by US: Once we have issued you with a confirmation, we will do our very best not to make any changes or cancellation to your booking. Sometimes changes do occur before or after bookings have been confirmed and very occasionally confirmed bookings have to be changed or cancelled. We promise to do all we can to avoid changes and cancellations but must reserve the right to do so.

## Travel Insurance

We recommend insurance to cover cancellation, loss, damage or injury. As a small business we are not able to act as your insurers and re-arrange your stay due to your changes in personal circumstances.

Arrival times for glamping pods are between 4:00 pm and 8:00 pm. The Glamping pods must be vacated by 10:00 am on the departure date. Alternative times can occasionally be arranged on request with us directly. Please let us know if you expect to arrive late or are delayed.

If you do not contact us and you have not arrived by noon on the day following the booking start date we will treat your booking as having been cancelled by you and you will not be entitled to any refund

We operate a small scale quiet, relaxed and laid back glampsite. Loud noise doesn't fit into the vibe of communal camping. We ask that campers please respect fellow campers and our local neighbours. **There is a LOW NOISE POLICY from 9pm around the campsite.**

We reserve the right to remove any campers who act inappropriately or do not follow our noise guidelines

The use of radios, stereos or any electrical music is strictly forbidden, this is in breach of our planning permission therefore is not allowed. Loud music does also just not go along with the vibe of the site, guests come to enjoy nature and peace and quiet. Musical instruments are however allowed and welcomed.

Hollington Park Glamping and its landscape include some steep slopes, rough terrain, trees, brambles and other natural hazards. Depending on the weather, conditions can be cold, wet, slippery or hot, dry and brittle. We trust that you appreciate we can take no responsibility for the weather conditions at the time of your visit. We recommend that you come prepared with suitable clothing and footwear, so that you can enjoy the charm of the natural environment in all its diversity. Adults are responsible for ensuring their own safety and the safety of any children in their care. You must also expect that at certain times of the year creatures such as wasps, mice, spiders or ants may enter the Glamping pods.

By booking with Hollington Park Glamping you are acknowledging that you are aware of the risks, hazards and dangers of entering the woodland and campsite.

Hollington Park Glamping reserves the right to close the campsite in extreme or dangerous weather conditions. The decision to do this is entirely at our discretion.

Our campsites are adjoining or near to agricultural land used for farming. There is also forestry work on land adjoining the Glampsite. Campers are must be careful when if entering these areas whilst camping with us.

The use of gas cookers, gas heaters or naked flames are not allowed at any time inside any of our glamping pods or your own tents whilst on the campsite due to fire and carbon monoxide poisoning risks.

## Dogs

Dogs are allowed on site for an extra £20 per dog per night, but please respect other glampers and keep your dog under control at all times, either on the lead or on a long line, as we have wandering ducks and chickens.

## The Car Parks

The car park for our Glampsite is located next to the site. Only authorised vehicles are allowed access to the main campsite area, unless approved for deliveries. The access tracks to the glampsite are only for staff and emergency vehicle access. All guests and any additional guests visiting the campsite may only park in the designated car park area. All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owners risk. Hollington Park Glamping accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles.

## Cleaning Policy

We ask that you leave your glamping pod in a clean and tidy state upon your departure. It is a condition of your stay that you wash all cooking equipment and dishes used during your stay. Thank you for your co-operation. We reserve the right to charge any guests who do not adhere to these conditions and charge the card accordingly the booking was made with.

## Rubbish Policy

We ask you to take home your rubbish with you. Rubbish bins are supplied with the pods and bell tents, but you must remove your rubbish with you upon departure. Thank you for your understanding.

## The owners

Either the owners or the site manager will be present at the glampsite for the majority of your stay and will welcome you onto the glampsite, introduce you to the site and clarify safety rules and where to find all equipment and facilities. If the owners or site manager are not present upon your arrival, arrival instructions will be emailed and texted 1-2 days prior to your arrival. If you need help or advise and either are not present please either call 07468056422 or 07780093020. If we cannot be contacted by phone as the signal is patchy in this area, please come to the house for help. The owners and site manager will be charged specifically with ensuring noise is kept to a minimum during evening hours; cars are parked in the correct areas and do not park in the campsite proper; campsite rules are adhered to; security of the campsite and surrounding areas; no electronic or amplified music is played . The owners or site manager will, where necessary, enforce the low noise policy.

We ask for you and your guests to co-operate with the owners or site manager. Please assist us by listening and adhering to instructions, directions and requests. It is a condition of your booking that you agree to follow the directions of the owners and staff.

## Smoking

No smoking is allowed inside the pods or within campsite facilities.

## General Agreements.

You agree to look after the glamping pods and glampsite. This means you must keep all furniture, fittings and effects, (inside or outside) in the same state of repair and condition as at the start of your booking, and you agree to leave it clean and tidy. If you break these conditions we may make an additional cleaning charge and/or make a claim against you for repair or loss as a result of damage caused.

You are expected to show due consideration for other people, including other guests, local residents and our staff. If you abuse the property or display dangerous or offensive behaviour towards the staff,

landowners or any third party, we may refuse to allow you access to the glamping pods and gampsite and property or ask you to leave before the end of the holiday. If this happens we will treat your booking, as having been cancelled by you and you will not be entitled to any refund.

You are in a natural environment and as such you agree to respect all local flora and fauna. Any damage, wilful or negligent, will be taken seriously and may result in you and your party being requested to leave the glampsite. In such cases we will treat your booking as having been cancelled by you and you will not be entitled to any refund.

You must allow us access to the glamping pods at any reasonable time during your stay.

The number of people using the glamping pods may not exceed the number agreed when booking.

#### Special Requests

If you have special requests or needs, you are responsible for telling us at the time of booking. If you have a disability that may affect your stay at Hollington Park Glamping please tell us before we confirm your booking. We will do our best to accommodate you but will let you know if we are not able to meet your needs.

WE SUPPORT THE COUNTRYSIDE CODE and ask all our guests to do the same.

Code for the public

Respect other people

Consider the local community and other people enjoying the outdoors

Leave gates and property as you find them and follow paths unless wider access is available

Protect the natural environment

Leave no trace of your visit and take your litter home

Keep dogs under effective control

Enjoy the outdoors

Plan ahead and be prepared

Follow advice and local signs

Your Happiness and Satisfaction!

It makes us happy if you enjoy your stay with us! If you have any problems during your stay, please let the wardens know immediately so we can try and sort them out while you are here. If you have any complaints thereafter, please address them to

Hollington Park Glamping Rose Cottage Hollington Hampshire RG20 9XR

Hollington Park Glamping or their staff or business partners shall not be liable for any loss or damage to visitor's property, however caused. We accept no liability for injury sustained to any party whilst on our campsite.

LOVE OUR WOODS – PLEASE LEAVE NO TRACE