**SURREY HILLS YURTS**

**BOOKING POLICY 2017/2018**

By making the booking you agree to our terms and conditions.

We only take bookings from adults over 18 years of age.

By booking, and acknowledging these Terms and Conditions, you are aware of the risks, hazards, and dangers of personal injury in entering the campsite and woodland.

Camping in Britain can mean dramatic variance in weather in a short period of time (“4 seasons in one day”). Whilst we supply certain facilities and equipment, as described in the inventory sent to guests on confirmation of payment, It is still camping and you are responsible for your own well being and comfort regarding appropriate clothing and footwear etc.

**In extreme weather** **conditions at the camp, such as exceptional wind, cold and snow, where existing and / or forecast we do our best to warn guests and give guests the option to move dates for guests safety and wellbeing (subject to availability) without being subject to the cancellation policy administration handling charge, or loss of any monies.**

**PAYMENT**

We ask for 25% deposit to secure your booking. Remaining amount is payable a month prior to your arrival.

**Children under 2 stay for free –** please make sure you add children above age of 2 when booking your stay with us online**.**

**Damage deposit** - for group bookings over 5 adults we require £200 damage/non compliance to terms and condtions deposit payable during the final stage of payment. The deposit is fully refundable and payable back to you 3 days after check out. When booking online please provide us with your bank details for refund of deposit**.**

We take payments via BACS, cheques and cards/credit cards via our online booking system. We don’t take payments over the phone.

**CHECK IN AFTER 4PM (for arrivals later then 8pm we will email you self check in istructions)**

**CHECK OUT 10AM**

**Wood -** we provide basket of logs for each yurt included in the price. If you require more logs for your wood burner or for the camp fire outside please ask the staff . Bag of 10 logs £5. Please let us know before 7pm if you need more logs.

**Fire lighters** - we provide enough fire lighters for your stay however if you for some reason need more they are £1 a box.

**DURING YOUR STAY**

Guests and visitors agree to be considerate tenants and to take good care of the yurts and facilities during their stay. Guests and visitors agree not to act in any way which would cause disturbance to other guests or our neighbours.

Should any facilities, equipment, or inventory, be damaged wilfully, as a result of inappropriate usage or behaviour, or a as a direct result of failing to respond to instructions from Company staff you will be held responsible for the cost of repair dor replacement of that item or we will keep your deposit.

The company cannot accept responsibility from any loss, damage, or expense arising from industrial action, terrorist activity, adverse weather conditions or any other event outside the control of the company. For clarity, this includes guests parking their cars, and driving throughout the site, entirely at their own risk. Please make sure you lock your car and don’t leave any valuables in the car.

**MUSIC** - music is not allowed on our site due to peaceful nature of the site and due to the site being shared with other guests. Non compliance with this T&C will result with the guests being asked to leave the site or deposit not being refunded.

If the site is hired by one person we may allow music at our discretion, this will still need to be low in volume and it is at our discretion and we RESERVE THE RIGHT to ask you to turn the music down or off; we kindly ask still to keep the noise down and switch of the music off completely after 10pm.

**NOISE** - no noise after 10pm. We kindly ask you to respect the site and others guests. We ask all guests not to make noise after 10pm. In the instance of noisy behaviour or distribution to other guests stay we may ask you to leave the site and this may affect the depost not being refunded.

**CANCELLATION POLICY**

We ask that you pay a 25% deposit to secure your booking and pay the remaining amount four weeks prior to your arrival. If you cancel we will do our best to let the yurt again and, **if we do**, refund the cost of your holiday in full and we will offer you alternative dates to come and experience Surrey Hills Yurts. However, if the cancellation given is too short notice (less then 4 weeks) and we are unable to re-let the yurt I am afraid we have to keep the deposit.

**HAZARDS**

By it’s very nature Surrey Hills Yurts is a campsite in a natural environment. In working to preserve and enhance the woodland and it’s bio diversity, and create a sense of freedom which is part of the charm and why many people come, there are natural hazards, tree roots, poisonous plants, and extremely limited lighting after dark, and depending upon weather conditions, cold, wet and slippery surfaces. Standing dead wood is one of the rarest habitats in lowland England as such you are welcome to explore the woods but please mind branches that may come toward earth. Rabbits and other wild animals are present locally and also on site, rabbit holes, undulations, and sharp objects may be present so please be careful when walking around the site.

Use a torch at night.

**Children By Booking and coming to Surrey Hills Yurts you agree to be responsible for your children and any dependants of children you are in charge of, and your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to the woodland, facilities and yurts, such as regarding litter, fire, noise after 10pm.** Anything you bring to the campsite or wider woodland and any damage or loss to your possessions is at your own risk.

You use the facilities and amenities at the camp and wider woodland at your own risk, e.g. the communal area. Candles and tea lights that are used in the yurts and anywhere else on the site must be within the candle lanterns and containers when alight. NO NAKED FLAMES - use candles only with the candle holders. Any damage to wood burners or flooring caused by the naked flames/candles will be liable for repair/replacement.

**PARKING**

We have space for in our car park for 1 car per yurt; we do however can accommodate extra cars for a fee of £10 per weekend per car at nearby field/farm. Please do let us know if you have more then 1 car per yurt. Strictly 1 car per yurt.

**CHILDREN**

By Booking and coming to Surrey Hills Yurts you agree to be responsible for your children and any dependants of children you are in charge of.

**MISCELLANEOUS**

BBQ - if you are using disposable BBQ please make sure you don’t place them directly on the grass as this will kill the grass and leave bear patches for at least 6 months. Please use some wood or stones to place under the disposable BBQ.

Shoes - we kindly ask you not to wear the shoes inside the yurts.

Dogs - no dogs allowed on site other then owners working dogs.

Tents - no tents or camper vans allowed on site. Additional tents allowed in the instance of the entire site booking. Special conditions/charges apply.

Gazebo/paddling pools - not allowed on site.

External guests – we allow maximum of 2 guests per yurt to visit you during your stay, charged at £15 per person. The parking is not provided for the guests. They may use our neigbour field for the fee of £10 for the stay. The guests need to leave the site by 9pm.

**Activities/External parties** - we arrange for all activities and external suppliers. Please speak to us if we can’t accommodate your needs we will of course take alternative suggestions and allow your appointed contact to visit the site.

**Farm produce** – we can supply with our free range eggs, free range sausages and bacon. Please do let us know at least 24hrs prior to your arrival.