

Terms and Conditions

Welsh Border Glamping

All bookings are accepted in good faith on behalf of the owners. In the extremely unlikely event of any occurrence resulting in the booking having to be cancelled the Owner's liability shall be limited to the immediate return to the Hirer of all monies paid.

The customer must be at least 18 years of age and authorised to make the booking on behalf of all other members of the party. By making the booking the Customer confirms that He/She has read the terms and conditions.

When you receive your email confirmation of booking, you should check all of the details carefully. If anything is incorrect, the owner should be contacted immediately. The Owner cannot be held liable for any mistakes that arise from you giving incorrect booking details. Once the confirmation email has been sent by the owner, the hirer is responsible for the total advertised price of the property and any extras as shown on the hire statement.

PAYMENT

We require an initial deposit of £50 per unit booked, with balance payable 28 days prior to arrival. If the booking is made within 28 days of your stay, the payment is requested in full at the time of booking.

BOOKINGS ARE HELD FOR 24 HOURS. IF NO PAYMENT IS RECEIVED WITHIN THIS TIME DATES WILL BE RELEASED AND COULD BE BOOKED BY SOMEONE ELSE.

This deposit is non-refundable after 7 days from the date of booking. The deposit shall be provided at the time of booking.

The balance payment should be paid in full at least 28 days before commencement date, or if booking within 28 days of start date, payment must be given in full at the time of booking.

Please ensure payment is made on time, if payment is not received on time, we reserve the right to cancel your booking.

A condition of staying with us is that you look after the pod as it were your own. We reserve the right to invoice the person booking the holiday for any replacements/damage and additional costs including extra cleaning) incurred that are discovered after departure.

If any payment due in relation to your booking is not paid by the appropriate date then we are entitled to assume that you wish to cancel your booking. In this case we will be entitled to keep any deposits paid to that date. The owner will normally send you a reminder to you before your booking is cancelled to the email address given on booking, we advise that we are updated if you change address, email address or mobile number.

CHECK IN/OUT

Check in is any time after 16:00pm on day of arrival and by 10:00am on day of departure. We will email you a week before arrival with directions and check in details.

PROPERTY CARE and VISITOR OBLIGATIONS

There is strictly no smoking or vaping within the pods/communal area/shower block area, and we request that all cigarette ends are disposed of in an appropriate manner. If it found that smoking has taken place within our Glamping units, we reserve the right charge you for the extra time that will be need to be spent on turning the pods around for the next guests, if we cannot get rid of the

smell of smoke, we may have to charge extra if we cannot get rid of the smell in time for next guests arrival, and if we need to cancel, e.g. if they suffer from asthma/breathing problems we may have to invoice you for their lost booking.

You must leave the property and the hot tub in the same state of repair and the same tidy clean condition at the end of rental agreement as it was in the beginning. Any misuse of the hot tub will result in the liability of the cost of repair to the hot tub, and possible shut down if misused.

The owner has the right to enter the property at any reasonable time for the purpose of inspection/repairs, attend to hot tub and water plants, except in the case of emergency where quick access is vital, the Owner is entitled to enter without prior notice.

You cannot sub-let the property or any part thereof. Numbers of guests shall not exceed the number allowed in the property description unless already discussed with the Owner prior to arrival. If the number of guests exceeds the number of guests the accommodation sleeps, we reserve the right to ask you to leave, without recompense to yourselves.

Welsh Border Glamping is a tranquil place, and we ask that you help keep it this way. You agree to prevent any member of your party from causing a nuisance or disturbance in or around the pods or the neighboring properties.

We request that noise is kept to a minimum between 10.00pm and 7:00am. In the event of any problem arising, we reserve the right to require you to vacate the property on demand without payment of compensation to you.

UNDER NO CIRCUMSTANCES ARE FIREWORKS OR CHINESE LANTERNS ALLOWED ON SITE. THEY ARE A FIRE RISK AND ALSO FRIGHTEN LIVESTOCK AND PETS ON SITE OR IN NEIGHBOURHOOD.

All BBQs and fire pits must be used on a gravel/patio area only.

In the unlikely event of problems such as a power cut/water supply reduced, during your stay with us, or other events beyond our control, we shall use our reasonable endeavors to resolve the problem and keep you informed. However, for the avoidance of doubt, you accept, that is the extent of our liability.

DOGS

We welcome one dog per pod (depending on size) in our properties, and the following rules form part of our booking agreement.

The site does not accept breeds/crossbreeds listed in the Dangerous Dogs Act

Never leave pet unattended in pod.

Pets are not allowed on furniture/settee/beds.

All bedding and bowls must be brought for the pets.

Pet must be clean and dry before entering the property.

All dog mess is promptly cleaned up from field and surrounding areas..

Children

We ask that children are fully supervised at all times, and not allowed to play in the toilets or shower block area.

PERSONAL PROPERTY

Guests will be notified of any personal belongings left behind. All items can be returned to you at the cost of the postage. Once payment has been received, items will be posted out.

SECURITY

Please ensure that the pods left secure when you leave it, and on departure day. Your belongings and our property are your responsibility whilst you are staying in it. Please ensure all windows are closed and all doors closed and locked when you go out.

Please ensure that your cars are parked within your designated parking area and kept secure if left here.

CANCELLATION BY THE CUSTOMER

You may cancel within seven days of confirmation of your booking. If you do so, your deposit will be returned to you in full.

If written confirmation is received after seven days of your booking, we will attempt to re-let the pod, although no guarantee of re-letting is given, if the owner is unable to re-let the property, you will remain responsible for the remaining balance. In the event of being able to re-let, the deposit and an admin charge of £30.00, will be kept and the balance of any other money paid will be returned to the hirer, at the point that it is re-let, please note in order to re-let, we may have to reduce the price, this may be reflected in the amount returned to you.

IF POD BOOKING CANCELLED WITHIN 28 days of arrival, there will be no refund.

We do advise that you take out your own holiday insurance cover, in case you need to cancel your booking.

CANCELLATION BY OWNER

In the very unlikely event that the Owner needs to change or cancel your booking, the Hirer will be contacted by telephone to discuss the problem as soon as it is reasonably practical. If able to, the Owner will offer another property at the same location, and time (if available), if the replacement property is accepted but more expensive, the hirer will not need to pay the difference. If the replacement property is a lower price, the owner will refund the difference in price. If the replacement property/time is not convenient, the booking will be cancelled and all monies received at that point will be returned to the hirer.

OWNER'S LIABILITY

If you have a problem during your stay, please contact us, and we shall try to rectify it for you, if it is a problem beyond our control, we shall keep you updated if we need to get outside help to rectify the problem.

We will not accept any responsibility if you report a problem after your departure, when we have not been informed while you were on site, and we are not given the opportunity to rectify it for you during your stay with us.

Under no circumstances will the Owner's liability exceed the rental paid for the pod.

LAST MINUTE BOOKING.

If you book last minute and then have to cancel your booking, we will try to resell the pod booking, but please be aware, this may not be resold, as with last minute bookings, we do not have time on our side to resell. If we cannot resell the dates, unfortunately we will be unable to offer any type of reimbursement.

DATA PROTECTION

At Welsh Border Glamping, we take your data seriously we only collect data, in relation to your booking, this will include, name, address, telephone numbers, email address, this is purely to keep in contact with you for your booking. We will also collect number of adults/children and pets in booking.

Data is stored on a password protected computer.

Data may need to be used for accounting and tax purposes.

COVID – 19 Policy

When booking we will be following our above terms and conditions other than the following:

If the hirer or hirer guests show signs of having Covid-19 before arrival, please contact the holiday owner and **DO NOT** travel, a full refund will be given or holiday dates can be moved within 12-month period from date of vacation.

If a guest displays signs of Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have covid-19, they should return home if they reasonable can. If a guest cannot reasonably return home (because they are to unwell to travel) there circumstances should be discussed with an appropriate health care professional and if necessary, the local authority. Guests should follow the government guidance (located on www.gov.uk) on dealing with possible or confirmed coronavirus (COVID-19) infection.

If guests need to self-isolate at Welsh Border Glamping, they will be liable to pay for all affected booking as a result of their extended stay. (That covers other cancellations where other guests leave because of the presence of a COVID sufferer onsite)

We will need you to provide names, telephone numbers and email addresses of everyone in the party, so that we can pass this onto the NHS if it is required. This information will not be used for any other purpose.

Only two households (which can include bubble) can holiday together in July. We cannot police this and ask therefore that you risk assess your own party and decide for yourself if your group is appropriate

If the owners show signs of COVID-19, the holiday will be cancelled and a full refund given or your holiday dates will be moved with 12-month period from date of vacation.