**TERMS/CONDITIONS & INFORMATION For Thistledown Glamping & Cottages**

**LEGAL DISCLAIMER -**
The contract entered into is between Thistledown Glamping & Cottages and the person making the actual booking - who must be over 21 years old. The person named on the booking must be staying in the accommodation and not booking for a third party and is non transferable. Throughout Wren & Finch may be referred to as ‘The Huts’. Fern Cottage & Bramble Cottages may be referred to as 'The Cottages'.

This contract is for a short term holiday let only. By continuing with the booking & paying the deposit this contract becomes effective & we assume you have read all information fully & agree to our terms & conditions, including our hot tub rules of use where applicable.
**BOOKINGS & PAYMENT –**

COVID BOOKING GUARANTEE -

- Pay just 20% non refundable deposit to book

- Balance due 10 days before arrival.

- Flexibility to move bookings or receive a full\* refund in the event of further Government Covid lockdown. (\*Full refund applies to bookings made direct with us on our own website. Bookings made via a third party site will be refunded minus fees/commission charges incurred by us at the point of booking)

UPDATED T&C's in relation to Covid-19 - 2/7/2020

Information for guests who have been given a voucher for any monies paid prior to the Covid-19 situation -

-The credit voucher is valid for a single transaction only & not redeemable via third party agents, it can only be claimed when booking direct on our own website or by phone with us.

-Can be used in payment towards a new stay before the end of 2021.

-The credit voucher is non-refundable & can not be exchanged for cash in part or in full.

-Any stay will be subject to availability, no discounts can be used when payment is made in part or in whole with a credit voucher.

-If the cost of the new dates is higher the difference will need to be paid for by you.

-Usual Terms & Conditions apply to all bookings.

**For bookings from 25/5/20** - We require a 20% non-refundable deposit to be paid at the time of booking, the full balance is then due 10 days before arrival. Our cancellation policy is as stated below. Thistledown Glamping & Cottages reserves the right to cancel a holiday where full payment has not been received in accordance with these terms, we will also request to have any charges paid if any are incurred due to or because of a missed or declined payment As always we highly recommend you take out insurance.

-The 5% discount for under-occupancy in Finch is available to book direct guests, contact us prior to booking to get your discount code. Discount can not be given after booking. This discount is given with the understanding that only 2 people will be staying in Finch and that only the double bed will be prepared and used during your stay and only 2 lots of towels provided. If Finch is booked for 2 adults and more than 2 people stay we will require that the full amount be paid upon request.
-Book Direct benefits are only available to bookings made through [www.thistledownglamping.co.uk](http://www.thistledownglamping.co.uk/) or on the phone with ourselves 01239 851416. Bookings made via third parties are not eligible for these offers. If any discount code is used via a third party booking site we will remove it when the booking is made & the full cost is payable upon request.  Discounts are given to book direct guests only.

-Any discount codes must be used at the time of booking and can not be applied once the booking has been made.

-Return guest discount must be used within 7 days of your departure and applies to stays of 3+ nights. Contact us to get your unique discount code. Bookings must be made direct with us on our own website & not via third parties. Discount is subject to availability and can not be used with any other offer except Finch’s 2 person discount.

**SECURITY DEPOSIT –**

The security deposit needs to be authorised at least 24 hours prior to arrival & may delay your check in if it hasn't been pre-authorised.

£100 will be 'held' on your card by our payment system 'Stripe' at the start of your holiday, the money will not leave your account except in the very unlikely case that we make a claim on it.

The booking system we use - Bedful - will email you in the run up to your stay prompting you to complete the authorisation, this can either be done by yourself using the link provided or we will manually authorise this (using the card you used when booking) on the morning of your arrival. If there are insufficient funds or the card/bank fails to authorise this we will contact you to arrange an alternative prior to your arrival. Check in may be delayed if the security deposit hasn’t been authorised. As a last resort a cash security deposit can be given upon arrival but this will be returned back to your card or by bank transfer within 7 days of your departure, we will not return cash upon departure as this does not give us sufficient time to do the necessary checks.

The security deposit is then released within 7 days of your departure assuming your accommodation is left as you found it. We reserve the right to retain part or all of this payment should any damage occur to our property or site during your stay.

Any cleaning that is required above what we expect as normal may also be charged for. If there is any smell of cigarette smoke/ashtray, or vaping is in any of our accommodation an extra cleaning fee will be taken.

Un-arranged late check out may also be charged for at a charge of £20 per hour or part hour after the agreed departure time.

We will seek to recover all costs if damage or loss of future income occurs over and above the £100 security deposit or if future guests comfort and enjoyment of the accommodation & site is impacted by yourselves.
**PRICES -**
The price of the accommodation includes Electricity, Linen, Towels and hot water unless we specify otherwise. We provide one towel bundle per person booked. If Finch is booked for 2 adults only the double bed will be made up & 2 towel bundles will be supplied unless you request otherwise (Please contact us 48 hours prior to arrival to request this, only available if no couples discount applied)
**PETS -**

**Dogs are permitted in each accommodation as follows -**

Wren - 2 small/medium size dogs

Finch - 2 large dogs

Fern Cottage - Up to 3 dogs

Bramble Cottage - 1 dog only
All dogs by prior arrangement only, at no additional cost. All dogs MUST be fully house trained, no puppies below 10 months old. Pets are NOT allowed on the furniture/sofas unless you provide your own linen/covers to protect ours. Pets must NOT be left alone in the property at any time. You are responsible for your dog at all times & we request that you don’t allow them to run freely without close supervision. There is open water  the Shepherd Hut site and a stream that flows through the bottom of the field. We request that you do not allow dogs to enter the pond as this will disrupt the wildlife that live here.  Please be aware that guests staying in our other Shepherd Huts may also have a dog. Please always clean up after your dogs, we provide a bin in the car park for this. Be respectful of other guests and dogs.

**CANCELLATION & INSURANCE -**

By making your booking our agreement is a legal contract.

- 20% deposit is non-refundable at any time.

- For any amendments to your booking (ie date change) a £25 admin fee will apply & are strictly at our discretion.

- less than 2 weeks before the start date of your stay we are unable to refund the cost of your holiday unless due to Government travel restrictions/lockdowns. We will not refund for any other issues or reasons.

- CORONAVIRUS BOOKING GUARANTEE - In the event that the UK/Welsh Government should impose any further Covid-19 travel restrictions any monies paid are refundable, minus fees/commission for bookings made via a third party, or we will transfer your stay to suitable alternative dates within 12 months of your original stay with no admin fee.

- If we do offer a refund for your stay this will NOT include any fees/commission costs incurred if you have booked via a third party - another great reason to book direct with us!

In the unlikely event that WE have to cancel your booking we will refund the full cost of your booking. Our liability would not extend beyond this refund.

We are unable to refund any monies paid in the event of a Force Majeure.

We are unable to refund due to weather conditions unless we close our accommodation at any point during your stay.

If you choose to leave before your booked departure day no refund in part or in full will be issued.

**We strongly recommend that you take out holiday insurance**.

**NON-AVAILABILITY OF ACCOMMODATION -**
We reserve the right, in the interest of safety or any other reason beyond our control to cancel or alter arrangements made for you. In this very unlikely event we guarantee to return to you any payments you have made to us, including your deposit. Our liability would not extend beyond this refund.
**GUEST NUMBERS -**
Under no circumstances may any more than the number of guests, or the permitted number of adults/children we allow or the number that are on the booking form occupy or visit the accommodation. Lead booker must be 21 or over.

Wren sleeps 2 adults only.

Finch sleeps a maximum of 2 adults & 2 children aged 3 to 16 years old. We do not accept more than 2 adults in Finch - no adult group bookings.

Fern Cottage sleeps 2 adults plus one infant under 2 yrs old.

Bramble Cottage sleeps 2 adults only.

You will be asked to leave immediately with no refund if the accommodation exceeds this. Wren & Bramble Cottage are strictly adult only accommodation.

Name & address of the person booking/staying must be given at the point of booking and is non transferable. We reserve the right to refuse or revoke bookings from parties, which may in our opinion prove unsuitable as a result of their behaviour or otherwise in our Holiday accommodation or does not comply with the terms and conditions.

If you wish to book more than one of our accommodation please contact us first. We are a quiet site & do not allow parties or gatherings on site.

**ARRIVAL -**
Your accommodation will be available to you between 3pm and 8pm on the day of arrival for guests who have booked direct with us, unless otherwise pre-arranged. Bookings made via a third party (ie Cool Camping, WWHC etc) may arrive between 4 & 8pm We may not be able to accommodate you if you arrive outside of these times. Please be ready to leave the property by 10am on the day of departure.

**CARE OF THE PROPERTY, EQUIPMENT & YOURSELVES -**

By booking and coming to Thistledown Glamping & Cottages you agree to be responsible for your children and animals and children or animals in your care, and your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to facilities and the Shepherd Huts & Cottages.

Children and animals must be supervised at all times.

When using the fire pit/wood burning hot tub please ensure children & dogs are supervised at all times, we accept no responsibility for any injury caused when using the fire pit, wood burning hot tub or any equipment supplied.

Please do not leave the fire pit or wood burning hot tub unattended at any time and ensure it is fully out when you are finished using it.

All contents & equipment must be left clean & tidy on departure and fridge & bins emptied. Any damages or breakages in the property are the responsibility of you & the members of your party that have caused the damage/breakage. The cost is payable upon demand & subject to any incurred losses, not limited to the loss of rental, interest, & other consequential charges as may be incurred by Thistledown Glamping & Cottages. Minor breakages are not usually charged for being reasonable wear & tear but we request that you inform us of any breakages before departure.

No BBQ's are to be used or placed on the decking, hot tub or near the shepherd huts. These must only be used in the area of the fire pit & must be completely cold before disposing of them.

We operate a **NO SMOKING POLICY** throughout our accommodation, this includes vaping. In the event of any member of your party breaching this we will make a charge for additional cleaning & damage caused as a result.

We do not allow any candles, incense, or other highly scented products to be used in our accommodation.
**SITE INFORMATION –**
There is open water and a stream on site, please ensure children and dogs are supervised at all times with this in mind. We request that no one enters the pond or throws stones etc into it, to protect the wildlife that lives there.
Outside of your enclosed garden area we can not guarantee that the boundaries are secure.

Guests in the cottages are requested not to allow your dogs to run free in the drive. We also ask that you do not enter our fields as our sheep live in them.

We operate a quiet site policy. We ask that you respect other guests & our neighbours by not playing loud music or making excessive noise at any time. Our accommodation is not suitable for hen/stag parties or group bookings.

**EXTRAS/TREATS ORDERED FOR YOUR STAY -**

If you place an order with Myrddin Heritage for a food hamper, your contract for this is with them & any queries/problems must be discussed directly with them. We are happy to bring this to your accommodation once it's delivered to us but this is where our involvement ends. It is your responsibility to ensure you have ordered in time for the delivery to reach you during your stay.

Raw Milk from Llaeth Meillionen Milk & Bouquets from The Flower Meadow - We will place an order for milk or flowers with them at your request once we have received your payment. We will then arrange for the items to be in your accommodation, wherever possible, before your arrival. This is where our involvement ends. Any issues with the products must be discussed directly with the company. Images on our website are a representation of the product provided by each company, the actual item may vary. If flowers & milk are not ordered with adequate notice & we are not able to fulfill your request we will refund any money paid for the item.

**RIGHT OF ENTRY –**
The owners of Thistledown Glamping & Cottages reserve the right to enter the accommodation at any reasonable time for the purpose of emergency repairs should they become necessary. They will obviously respect your right to privacy & confidentiality and accommodate any reasonable request as to timing or arrangements in this. The accommodation must be securely locked & windows closed when you and the members of your party are out & care taken not to expose the property to any fire risk or other risk such as flooding. The owners reserve the right to retake possession of the accommodation at any time for any reasonable reason in particular misconduct has arisen in or around the accommodation.
**DESCRIPTIONS -**
The owners of the property make every effort to describe it fairly but also anticipate possible changes. All information published is given in good faith & is correct at the time of publication, but the owners can not be held responsible for changes beyond their control or which may become known after publication without reasonable opportunity for updating literature/information.
**LIABILITY -**
We do not accept liability for any damages, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Electricity and water are included in the price of your stay, WiFi is available free of charge. We do not allow charging of electric vehicles from any of our accommodation. In the case of a fault/disruption with a supply of utilities from outside providers we can not be held responsible and will not be liable for compensation. Although we will do our best to liase with the appropriate companies and keep you informed.
**COMPLAINTS PROCEDURE -**
You must inform the owners immediately if a problem arises and every effort will be made to rectify it as soon as possible so that you can enjoy the rest of your holiday. In the event of breakdown of domestic appliances, plumbing, wiring, or any unforeseen occurrence or circumstance the owners will not be required to pay compensation of any kind.

Please note that we will not accept responsibility for any matter of which you are aware of but do not bring to our attention during your stay.

We reserve the right to update out terms and conditions as appropriate and without notice.

**WOOD FIRED HOT TUBS (Wren, Finch & Bramble Cottage) –**

We will fill the hot tubs up with water ready for your arrival. It should last for the duration of your stay. The wood fired hot tub requires you to light the fire to heat the water up. This process usually takes 1-3hrs. The fire is prepared for use when you arrive you just need to light & maintain it. Full instructions are left for you to follow. We use a chemical called Endosan in the water which is a chlorine alternative. The tubs have a filter system which will run twice in a 24 hour period. Every day of your stay we will test the water to ensure the chemical level is maintained & top up the water if needed.  We supply enough wood for the hot tub to be heated once in a 24 hour period (included in the price of your stay, unless stated otherwise) Once heated the water will often retain enough heat for several uses during the day or even the following morning if heating the evening before. If you require more wood or wish to heat the water for more than one use in a 24 hour period it can be purchased on site.  The wood burner must not be lit on your departure day as this will mean we can not empty & clean it in preparation for the next guests. Only wood purchased from us can be used in the wood burner to heat the water, you must not use any other wood for this or put any other items into the wood burner. If you have a sensitivity to chemicals, particularly to those used in swimming pools/hot tubs please let us know when booking your stay.

**HOT TUB RULES OF USE**

* If you are pregnant please seek the advice of your midwife before using the hot tub.
* Persons with heart disease, diabetes, low or high blood pressure, or any serious illness should not enter the hot tub without prior consultation with their doctor.
* People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection.
* The heat of the hot tub water speeds up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness.
* Never use the hot tub while using or after using narcotics or other drugs that may cause sleepiness, drowsiness or raise/lower blood pressure.
* Children under the age of 12 are not permitted to use the hot tub. Children do not regulate their temperature in the same way adults too & could over heat more quickly than an adult.
* Children over the age of 12 may use the hot tub under constant supervision of an adult & should be limited to 5 mins in the tub.
* The hot tub is provided for relaxation purposes and is not meant for children to ‘play, jump or swim’ in. Strictly no jumping or excessive splashing. If the water drops below the top pipe significant damage will be caused to the wood fire. If this happens we will seek to recover replacement costs.
* You should limit your time in the hot tub to a maximum of 15 minutes as extending this time can affect your inner organs and cause fever-like conditions.
* Shower with soap and water before and after using the hot tub.
* When the tub is not in use please make sure the cover is on fully.
* We advise that you don't use the hot tub alone.
* Avoid using the hot tub immediately after a heavy meal
* Take care when entering and leaving the hot tub. When leaving the hot tub leg muscles may be relaxed enough to make you unsteady.
* Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate.
* Never use glass near/in the hot tub as broken glass can cause a risk to people in barefoot and is very difficult to see within the hot tub water.
* Take care on the decking by the hot tub as water from the tub can cause it to be slippery.
* Do not use any electrical appliances near/in the hot tub.
* No dogs allowed in the hot tub at any time.
* If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists please let us know as soon as possible.
* If any fault or damage occurs with the hot tub stop using it and please contact us at the earliest convenient moment.
* Ensure no contaminants ie. bubble bath, alcohol, oils etc are placed in the water as this can upset the natural balance of the water.
* Do not use the hot tub if you have had diarrhoea within the last 14 days.
* If any extra cleaning above & beyond what we expect from normal usage is needed we reserve the right to ask for the cost of this to be covered.
* Take care when near the wood burner, fire, surround or chimney. These become VERY hot when in use. The inlets inside the tub also become very hot and care needs to be taken around them.
* Use the safety gloves provided in the fire pit box when opening the wood burners door, adding logs or tending to the fire.
* Do not attempt to open the door without the gloves.
* Check the temperature of the water carefully prior to entering the water & throughout your time in the tub.
* Do not stay in the water if the temperature rises above 38 degrees or if you don’t feel comfortable. Cold water can be added at any time.
* DO NOT light the fire until water is fully covering the top hole in the tub.
* Always ensure water is covering the top hole inside the tub, including when you have finished using it.
* DO NOT empty the water out of the tub under any circumstances. This will cause damage to the wood burner.
* We will test the water daily & will adjust the chemical accordingly.
* Once the wood burner has been lit an adult must be present at all times.

For your information – the process of lighting the fire & heating the water ready to use takes approximately 1 to 3 hours.

Many thanks for taking the time to read our t’s & c’s!

**Additional Terms & Conditions re Covid-19**

We have now included these special conditions in line with the Welsh Governments advice –

1.        By commencing with your holiday with us you are confirming that –

- Your party are all from one household.

- You are not travelling from an area that is in lockdown

-No member of your party is exhibiting Covid-19 symptoms

-No member of your party has tested positive for Covid-19 within the last 14 days

-No member of your party is self isolating for symptomatic reason

-No member of your party has knowingly been in contact with a person who has tested positive for Covid-19 during the previous 14 days

-No member of your party has been contacted by the ‘Track & Trace’ NHS system during the previous 14 days

-If any members of your party can not comply with the above they must not travel to our accommodation.

-If you are unable to travel to our accommodation because of any of the above please contact us by email immediately.

-If you are unable to travel for your holiday due to Covid-19 a credit note will be issued for the original cost of your stay valid for 12 months, (minus commission fees if booked through a third party) once you have provided documented evidence that you were instructed not to travel by the NHS or Government.

We will not be liable for any other costs or claims whatsoever from these actions.

2.        All members of your party will inform us immediately & return home to self-isolate if, during their stay;

-They exhibit symptoms of Covid-19

-They test positive for Covid-19

-They are informed that they have been in contact with a person who has tested positive for Covid-19

-In exceptional circumstances & with our agreement only, guests who can not immediately return home must stay in their accommodation to self-isolate. You will be responsible to pay for any additional nights stayed & for loss of income incurred by us.

-In this situation all members of the party must stay inside the property & not visit any public places.

-You must use local food delivery services & inform them of your condition.

-There will be no property servicing or repairs unless in an emergency.

-There must be no outside visitors to the property other than medical personnel.

-You must contact us remotely prior t checking out to update us on your condition.

-If the fire alarm sounds, normal evacuation procedures must be followed, but you must isolate your party from other guests in the car park.

-We will not be liable for any costs or claims whatsoever arising from any of these actions.

3.        must inform us if any member of your party, You within 14 days of returning home:

-If they exhibit symptoms of Covid-19

-If they test positive for Covid-19

-If they are informed that they have been in contact with a person who has tested positive for Covid-19.

4.        In the event that we have a confirmed or suspected case of Covid-19 in any of our accommodation this may affect the arrival of the next guests. Under these circumstances we may defer, at our discretion, the start date of your stay. We will issue a credit note to the value of the number of nights lost from your holiday or for the full cost of your stay if you would prefer to choose alternative dates. Credit notes are valid for 1 year.

5.        To reduce of transmission to us & our family:

-All linen must be removed from beds & placed inside a pillow case & left by the front door prior to departure ready to go to be collected by the laundry. Please do not remove pillow/mattress/duvet protectors as we will wash these ourselves & do not want them mixed up with the items going to the laundry.

-All towels (even if not used) must be placed inside a separate pillow case & left in your bath room prior to departure.

-All food & rubbish must be removed & disposed of and all waste bins emptied and placed in the appropriate bins in the car park prior to departure.

-No maintenance will be undertaken within the properties while guests are staying unless deemed by us to be essential or an emergency.

6. The full name, address, phone number & email must be given for the lead booker & first names of all other guests. This is in the event that we are required to provide it for the NHS Track & Trace system. All information will be kept as per our GDPR policy.

Many thanks for taking the time to read our t’s & c’s!