TERMS/CONDITIONS & INFORMATION

LEGAL DISCLAIMER - The contract entered into is between Thistledown Glamping & Cottages and the person making the actual booking - who must be over 18 years old. 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 & accept our terms & conditions.

BOOKINGS & PAYMENT – Full payment is required at the time of booking if your arrival date is within 6 weeks. If your booking is more than 6 weeks away we require a 25% deposit to confirm your booking and the full balance is then due 6 weeks before your arrival date. Thistledown Glamping reserves the right to cancel a holiday where full payment has not been received in accordance with these terms.

Updated information re; Covid-19

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.

CANCELLATION – By making your booking our agreement is a legal contract. If you wish to cancel your booking the following charges apply (% is of total break cost):

- more than 6 weeks before the start date of your stay we will refund minus the deposit.

- 4 to 6 weeks before the start date of your stay we will refund minus the deposit and a 50% cancellation fee.

- less than 4 weeks before the start date of your stay we are unable to refund the cost of your holiday.

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 strongly recommend that you take out holiday insurance.

SECURITY DEPOSIT - £100 is required at the time of paying the full balance to protect ourselves from any damage that may occur during your stay over & above normal usage. The full amount will be returned to you in the same way it was originally paid, within 14 days following your departure of the accommodation, once all inspections are complete. We reserve the right to retain some or all of the security deposit should damage occur that causes us to be out of pocket or that impacts on any future bookings or future guests comfort.

PRICES - The price of the accommodation includes Electricity, Linen, Towels, Hot Water and Central Heating.

PETS - Three dogs are permitted by prior arrangement only, at no additional cost. Pets are NOT allowed on the furniture/sofas & only allowed on beds if you provide your own throws/covers to protect ours. Pets must NOT be left alone in the property or garden at any time, unless they are crated & you are confident that they are happy to be left alone for short periods. You are responsible for your dogs at all times & we request that you don’t allow them to run freely within the drive area as the main gate is often left open. Whilst we make every effort to ensure the garden area is secure please supervise your dogs at all times, particularly if you have lit the fire pit.

You may use the field to walk your dogs, to the best of our ability we have made this area as secure as possible but we accept no responsibility for your dogs when using this area. Please be aware that we have our own dogs & that guests staying in our other holiday cottage may also have dogs. Please always clean up after your dogs in the garden & field, we provide a bin by the stables for this. We accept no responsibility for your dogs at any time.

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 the cost of your stay as stated in our cancellation section above.

GUEST NUMBERS - Under no circumstances may any more than the number of guests on the booking form occupy the cottage. Name & address of the person booking must be given at the point of booking. 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.

ARRIVAL - Your accommodation will be available to you from 3pm & 9pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time. Please be ready to leave the property by 10am on the day of departure, we reserve the right to charge for a late departure.

CARE OF THE PROPERTY - You and the members of your party are responsible for taking care of the property during your stay. All contents & equipment must be left clean & tidy on departure. 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.

We provide a fire pit which you use at your own risk, you are welcome to cook on this but it must be left clean on departure. Children & dogs should not be left unsupervised at any time.

We operate a NO SMOKING POLICY THROUGHOUT, this includes vaping. We also request that you do not smoke/vape near any open doors or windows. Cigarette ends must be disposed of in the outside bin when cold. In the event of any member of your party breaching this we will make a charge for additional cleaning & damage caused as a result.

RIGHT OF ENTRY - The owners of Thistledown Glamping & Cottages reserve the right to enter the property 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 property must be securely locked 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 cottage at any time for any reasonable reason in particular misconduct has arisen in or around the property.

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 cannot 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 employers or contractors whilst acting in the course of employment.

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.

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