

Terms & Conditions of Booking

1) Definitions

- a) "The business" trades as Longberry Farm Glamping Ltd. and is referred to here as Longberry Farm

2) Bookings & Cancellations

- a) Bookings can be made online via our website www.longberryfarm.com, via e-mail at hello@longberryfarm.com or by phone call on 01233 820323.
- b) Longberry Farm reserves the right to request the details of all people in your party including names and ages at the time of booking. This information may be required for insurance purposes.
- c) A booking is only confirmed once Longberry Farm has received either a deposit or payment in full and sent e-mail confirmation to your designated e-mail address.
- d) Booking deposits are non-refundable.
- e) Payments may be made using PayPal, Bank Transfer or by credit or debit card over the phone. No extra charge is made for any form of payment.
- f) Confirmed bookings can only be changed with the express written permission of Longberry Farm.
- g) Children of all ages are welcome at Longberry Farm.
- h) Stag & Hen groups are permitted but the entire site must be booked and a security deposit of £500 will be required. To book please e-mail hello@longberryfarm.com.
- i) Requests to change bookings must be made in writing and sent via e-mail to hello@longberryfarm.com. Changes must be confirmed in writing by Longberry Farm Glamping.
- j) Requests to cancel a booking must be made in writing and sent via e-mail to hello@longberryfarm.com. Cancellations must be confirmed in writing by Longberry Farm.
- k) If an exclusive use booking is cancelled more than 42 days before the arrival date, a full refund may be offered, minus the non-refundable booking deposit.

Longberry Farm | Etchden Road | Bethersden nr. Ashford | Kent | TN26 3DS

T: 01233 820323 | E: hello@longberryfarm.com | W: www.longberryfarm.com

Terms & Conditions of Booking

- l) If a booking is cancelled more than 42 days before the arrival date, a full refund may be offered, minus a £30 administration charge per tent booked.
 - m) If a booking is cancelled less than 42 days before the arrival date, a refund equal to 50% of the cost of your stay may be offered.
 - n) ALL bookings made via a 3rd party and not directly via Longberry Farm will be subject to a cancellation charge of 15% of the total cost of the stay in order to cover the commission costs associated with 3rd parties.
 - o) No refund will be offered if a booking is cancelled less than 14 days before the arrival date or in the event of a no show or booking reduction.
 - p) Longberry Farm reserves the right to only offer refunds at its sole discretion.
- 3) **Your Stay**
- a) Check In is between 15:30 – 20:00
 - b) Check Out is by 11:00am
 - c) Changes to check in/out times are to be confirmed in writing by Longberry Farm and are strictly subject to availability.
 - d) Upon check-out the accommodation is to be left clean and tidy. All items used during your stay must be washed before departure and put back where they were found. We ask that you leave the tent as you found it. All rubbish should be placed in the large bin in the car park.
 - e) By booking a stay with Longberry Farm you agree to leave all equipment, tents, furniture and furnishings in the same state you found them, and to leave the site clean and tidy when you depart.
 - f) Longberry Farm reserves the right to charge the cost for repair or replacement should any facilities, equipment, or inventory be wilfully or excessively damaged.
 - g) Parking is provided free of charge at Longberry Farm.
 - h) Cars are strictly to be parked within the designated parking area only, cars are not permitted onto the grass and cannot be parked beside the accommodation.

Terms & Conditions of Booking

- i) Cars parked in the car park are left entirely at the owners risk, Longberry Farm accepts no liability for cars left in the car park.

4) Pets

- a) Well behaved and fully trained dogs are allowed to stay at no extra cost.
- b) Dogs must be properly supervised at all times, must not be on the dangerous dogs list and must not cause a nuisance or threat to anyone.
- c) Dogs must be kept on the lead at all times whilst on site, this is for the benefit of other site users who may not be comfortable with dogs and for the sake of the livestock in the fields.
- d) You must fully clear up your dogs mess throughout the entire site.
- e) Dogs are not allowed on any of the beds.
- f) Please provide your own dogs bedding and bowls.
- g) Any damage deemed to be caused by dogs will be charged for.
- h) Longberry Farm reserves the right to ask you to leave at any time and without prior notice if your dog causes an unacceptable amount of noise disturbance or if you do not clear up after your dog. No refund will be offered in this case.

5) Responsibilities

- a) Noise must be kept to a minimum. Noise travels far in the countryside and we ask that you respect our neighbours peace and quiet.
- b) If you cause a disturbance and continue to do so after being asked by us to stop, Longberry Farm reserves the right to ask you to leave at any time and without prior notice. No refund will be offered in this case.
- c) Children are the sole responsibility of the adults in their party at all times.
- d) Extra care must be taken around the ponds/streams and near any fires/naked flames.
- e) The structure of trees around the site cannot be guaranteed and therefore should not be climbed.
- f) Fires are only permitted in the fire pits provided.

Longberry Farm | Etchden Road | Bethersden nr. Ashford | Kent | TN26 3DS

T: 01233 820323 | E: hello@longberryfarm.com | W: www.longberryfarm.com

Terms & Conditions of Booking

- g) Fire pits must be kept at least 3 meters from the accommodation at all times.
 - h) All tea light candles must be kept in the lanterns provided and used outdoors only.
 - i) Gas bottles for the BBQs must not be tampered with.
 - j) If the bottled gas runs out, please make a member of Longberry Farm staff aware of the fact and allow us to change the gas bottle.
 - k) Fire fighting equipment is provided in each accommodation. This is only to be used if you are sure it is completely safe to do so.
 - l) Longberry Farm accepts no liability for any potential damage or injuries sustained whilst on site.
 - m) There is a complete no smoking policy inside all structures at Longberry Farm.
 - n) Longberry Farm accepts no responsibility for loss or damage to any personal belongings on site. The nature of the accommodation means that they cannot be locked and therefore no valuables should be left unattended.
 - o) Strictly no fireworks, sparklers or Chinese lanterns are allowed on site.
 - p) We have a zero-tolerance policy towards drugs, any evidence of drug use discovered during or after your stay will be reported to the police.
 - q) Any confetti or glitter must be biodegradable for the sake of the wildlife and environment.
- 6) **Hot Tub**
- a) The Hot Tub is only available for use when hiring the entire site or if you have specifically booked use of The Secret Spa.
 - b) If you decide to use the hot tub you do so at your own risk and Longberry Farm cannot accept any responsibility for any health problems that may result from its use.
 - c) For your safety and enjoyment, you will be asked to read important information on how to use the Hot Tub safely. This is an important health

Terms & Conditions of Booking

- and safety legal requirement for Hot Tubs used in a commercial environment.
- d) Do not use if pregnant or if you have any heart problems.
 - e) Children under the age of 12 should not use the Hot Tub.
 - f) Children under 16 using the Hot Tub must be supervised by a responsible adult at all times.
 - g) Persons using medication should consult their doctor before using the Hot Tub. Some medications may cause drowsiness, do not use the Hot Tub if your medication induces drowsiness, affects your heart rate, blood pressure or circulation.
 - h) Persons suffering from obesity, heart disease, low or high blood pressure, circulatory problems, or diabetes should consult a doctor before using the Hot Tub.
 - i) Do not stay in the Hot Tub for more than 20 minutes – take a break after this time. Hot water can affect your heart rate. Prolonged immersion in hot water can result in hyperthermia – a dangerous condition that occurs when the internal body temperature exceeds 37 degrees centigrade. Symptoms include, unawareness of impending hazard, failure to perceive heat, failure to recognise the need to exit the Hot Tub, unconsciousness resulting in danger of drowning.
 - j) Please take a shower prior to entering the Hot Tub.
 - k) Test the water with your hand before entering the Hot Tub to make sure it is comfortable.
 - l) Avoid being under the influence of, or consuming alcohol when using the Hot Tub.
 - m) Do not drink the water.
 - n) Do not smoke, drink or use detergent or soaps of any kind inside the Hot Tub.
 - o) Do not use any glass wear in the Hot Tub.
 - p) Do not allow any pets in the Hot Tub.
 - q) Do not jump into the Hot Tub.

Terms & Conditions of Booking

- r) Be careful when using the steps as they may become slippery when wet.
- s) Do not stand on the tub cover.
- t) Please replace the Hot Tub cover when not in use to maintain the temperature.
- u) Do not empty the hot tub of water.
- v) To avoid any damage to the Hot Tub the water level must be maintained to above the jets, if the water level drops please notify a member of staff who will add water to the correct level.
- w) It is your responsibility to abide by these terms & conditions and seek advice from Longberry Farm staff if in any doubt.
- x) Any damage caused to the Hot Tub will be charged for.

7) Damage Deposit

- a) A refundable damage deposit of £500 is required for every 'Exclusive Use' booking and will be refunded back onto the card you paid with within 7 days of departure if our terms and conditions are met.
- b) Damage Deposits must be paid either before your stay or upon arrival at the site.
- c) Guests are required to take good care of the property and its contents and leave all spaces clean and tidy on the day of departure. All or part of the security deposit will be forfeited if during the hire period there are any breakages or damage caused to any area of the site, furniture or equipment or if after the guests have vacated the premises the property requires additional cleaning beyond what would be reasonably expected.
- d) Guests would be required to reimburse Longberry Farm Glamping Ltd if the total amount of damage and/or extra cleaning charges exceeds the amount of the damage deposit held. If during your stay we become concerned as to the extent of any damage, breakages or disturbance, we reserve the right to insist that guests vacate the site. If this action is taken, it shall be deemed the rental of the property has immediately come to an end and neither the guests nor anybody within the group shall be entitled to a refund or any compensation.

Terms & Conditions of Booking

- e) Please do let us know about any breakages or damage, however minor, so that we can arrange to replace/repair the items in time for the arrival of the next guests - we don't always charge for minor breakages if reported to us before departure.
- 8) Longberry Farm reserves the right to amend these Terms & Conditions at any time and without prior notice.
- 9) The most recent and relevant Terms & Conditions will always be available on our website (www.LongberryFarm.com/terms) or upon request.
- 10) Upon making payment and booking a stay at Longberry Farm you are hereby accepting our Terms & Conditions in full and therefore take complete responsibility for any loss or injury that may occur as a result of your stay.
- 11) Longberry Farm will in no way be held responsible for any loss or injury whatsoever resulting from any aspect your stay.
- 12) We strongly advise that ALL guests take out comprehensive travel insurance to cover possible cancellation costs and your stay at Longberry Farm. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
- 13) Longberry Farm is not liable for refunds or expenses you incur in the event they are prevented from fulfilling your Booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, pandemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

Last updated: 19th March 2020