



## **Terms and conditions of booking your glamping break with us**

In these terms and conditions:

“Accommodation” means Glamping pod (Woodland Lodge)

“Site” means the Goxhill Meadows glamping site.

“Site Specific Rules” means the rules in force at Goxhill Meadows glamping site.

“you” or “your” means the person named in the booking confirmation.

“we”, “us”, or “our” means the Goxhill Meadows Eco Friendly Glamping, Glebe Farm, Goxhill, East Riding of Yorkshire, HU11 5RW

### **1. Your booking**

1.1. We reserve the right to accept or decline bookings entirely at our discretion.

1.2. Your contract with us will begin when we issue you with your booking confirmation and you have paid your deposit. Your contract with us will be on the terms set out in these terms and conditions.

1.3. All bookings are formally confirmed when we issue you with your confirmation invoice. Your confirmation invoice will set out the Accommodation you have booked, the dates of your booking, and the total amount paid for your booking. We will issue you with your confirmation invoice by email or, if requested, by post.

1.4. You, as the person making the booking, will be responsible for all members of your party. You, as the person in charge of your party, must be at least 18 years old at the time of booking.

1.5. Children under the age of 18 must be accompanied by an adult at all times on the site.

1.6. We can only discuss your bookings (including any changes) with you, we cannot discuss the booking with another member of your party unless you give express consent for us to do so.

## 2. Paying for your Accommodation

2.1 You must pay us a non-refundable deposit of £50 per Pod or the full amount (if booking within 21 days of your stay) at the time of booking. The balance payment for your booking must be paid within 21 days of your stay.

2.2 We do not accept payment by cheque.

2.3 Promotional offers will only be applied if they are valid and quoted at the time of booking. Promotional offers cannot be combined, nor can they be used retrospectively to apply to existing bookings. In addition, we reserve the right to change or withdraw a promotional offer at any time by amending or removing details of these offers from the relevant sections of our website. Where we are unable to provide you with a discount or offer on your booking due to this offer having been withdrawn or amended:

2.3.1. where we have not confirmed your booking, we will e-mail you to notify you the offer is no longer available and cancel your booking.

2.4 In the case where a balance remains unpaid 21 days prior to the holiday, we'll remind you by email or telephone. If you still fail to make the relevant payment within 1 days of the due date your booking will immediately be cancelled and the accommodation will be re-advertised.

2.5 All deposits paid are non-refundable, unless circumstances are exceptional.

## 3. Pricing for our Accommodation

3.1. We periodically review and amend the prices we charge for our Accommodation. For the most up to date pricing information please check our website, email us or telephone the Site directly. We will confirm the price of your Accommodation at the time you make your booking and in your confirmation invoice.

3.2. All prices given in our brochures or in any leaflets may be subject to change. Always check with us first if you are unsure. We are not VAT registered.

3.3. All prices include any charges for water and gas for the facilities on site.

## 4. If you want to cancel your booking

4.1. Your booking is a contract for the provision of leisure services on a specific date or dates and this means that you do not have a statutory right to change your mind and cancel the contract. We do, however, offer you the right to cancel your contract subject to the provisions of this Section 4.

4.2. If you wish to cancel a confirmed booking you must let us know as soon as possible and, in any event, prior to the first day of your booking. Your booking will be cancelled with

effect from the day we receive your email or written notification, subject to us deducting cancellation charges as set out in Section 4.3 below.

4.3. Our cancellation charges are calculated according to the time between when we receive notification from you that you wish to cancel your booking and the start of your booking. Our cancellation charges are set out in the table below:

<b>No. of days prior to booking start date</b>	<b>Cancellation charge</b>
More than 28 days	Full refund or credit note less deposit
21 - 28 days	50% of the total booking charge
Less than 21 days or after the booking start date	100% of the total booking charge

4.4. If you cancel your booking after the booking start date, we will not issue any refund for any remaining nights of your booking. To clarify, this includes where you cancel your booking for any reason outside of your/our reasonable control, including without limitation, inclement weather and illness. **We strongly recommend you take out holiday insurance to compensate you in these circumstances.**

## 5. If you want to change your booking

5.1. If you want to change any detail of your confirmed booking you must let us know by telephone, by email or in writing as soon as possible. This includes details such as the number of pods, the number of guests.

5.2. Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes.

5.3. You must also pay us any additional accommodation costs due as a result of a change – we will confirm the amount of any additional accommodation costs due at the time we change your booking. If your accommodation costs are lower as a result of the change, we'll refund you the difference at the time we change your booking.

## 6. If we need to change or cancel your booking

6.1. We do not expect to have to make changes to your booking, however sometimes problems happen, and bookings have to be changed or cancelled. We will only change or cancel your booking:

6.1.1. if necessary to perform or complete essential remedial or refurbishment works; or there is a risk to the Health and Safety of any guests and/or Health and Safety and wellbeing of any of our animals.

6.1.2. for other reasons unforeseen at the time you made your booking which are beyond our reasonable control. This may include occasions where the accommodation becomes

inaccessible due to a Meteorological Office Severe Weather Warning or other severe weather event.

6.1.3. if COVID restrictions mean we cannot open at all or can only open a limited number of units.

6.2. If we do need to change or cancel your booking for the reason set out in Section 6.1.1, we will do our best to offer you a suitable alternative booking. If we are not able to offer you a suitable alternative, or if you do not accept the alternative we offer, the booking will be deemed cancelled and we will refund you the total amount you have paid us for the booking.

6.3. If we do need to change or cancel your booking for the reasons set out in Section 6.1.1, we will only be responsible for foreseeable losses that you suffer as a result of that change or cancellation and we will not be responsible for any unforeseeable losses you suffer as a result of that change or cancellation. A loss is foreseeable if it is an obvious consequence of our change or cancellation of your booking or if it was contemplated by you and us at the time we entered into this contract.

6.4. If we do need to change or cancel your booking in line with 6.1.2 because it becomes impossible to deliver the booking due unforeseen events beyond our reasonable control, we'll do our best to offer you a suitable alternative booking for either the same dates or alternative dates. If you don't accept the alternative we offer, the booking will be deemed cancelled and no refund of any amounts paid will be offered.

6.5. It is a condition of your booking that you obtain appropriate travel insurance for all members of your group. This should ideally cover illness, cancellation and injuries during your stay.

## 7. Special requests

7.1. Special requests must be requested at the time of booking. Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet all requests.

## 8. Group bookings

8.1. Group bookings can only be accepted from organised groups. Bookings for all groups, including large family or friend groups, must be notified to us and approved by us at the time of booking. We are not suitable for stag, hen or birthday parties. We are a site which offers a natural and peaceful environment and all noise should be kept to a minimum for the benefit of all guests. We operate a quiet policy between the hours of 10pm and 8am.

8.2. Group bookings may only be made by telephoning us and cannot be made online.

8.3. Please note that if you fail to comply with our rules on group bookings as set out in this Section 8 we may need to exercise our rights under Section 13 ("Our right to evict").

## 9. Visitor standards and behaviour

9.1. Specific Rules are not laid out in a document but there is an expectation that all guests behave courteously towards other guests and the owners of the site. This includes respecting our quiet hours between 10pm and 8am. Rules regarding access to and behaviours around the animals are in each Landpod and in the kitchen area. Please ask if you are unsure of any rules.

9.2. You must only use the Accommodation for the purposes of your holiday. You must not use the Accommodation for any other purpose, including without limitation for any business purposes, without our prior written consent.

9.3. You must keep the Accommodation and any contents clean and tidy and leave them in the same condition as when you arrived.

9.4. You must not use the Accommodation, or allow it to be used, for any dangerous, offensive, noisy, illegal or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.

9.5. Smoking is not permitted in any part of your Accommodation nor on any other parts of the site. This includes anywhere around or in animal sheds or stables/barns. Please note smoking includes use of vapours and/or e-cigarettes.

9.6. You and your party must not use candles inside Landpods, fireworks or Chinese lanterns anywhere on site.

9.7. You and your party may only use a barbeque on Site if it is placed outside and raised off the ground ie use the firepit provided. You and your party must not use barbeques, gas stoves, any other stove or heater or other naked flames and cooking equipment inside any glamping accommodation.

9.8. Up to 2 well-behaved dogs are permitted per Landpod. They must be kept on leads at all times and in all areas of the site and our land. We often have livestock roaming between fields and your dog(s) must not be allowed to frighten them. You must tell us at the time of booking if you wish to bring a dog/dogs. Unfortunately, no other domestic pets are permitted on site. Assistance dogs are permitted at our site but you must notify us at the time of booking if you wish to bring an assistance dog with you. **Dogs should not, under any circumstance, be left unattended in Landpods.**

9.9. Flying of drones at the Accommodation can only be permitted with prior permission.

9.10. We do not currently have an electric vehicle charging point.

9.11. Please note that if you do not comply with the standards and behaviours set out in this Section 9 we may need to exercise our rights under Section 13 (“Our right to evict”).

## 10. Maximum occupancy for your Accommodation

10.1. You must ensure that the maximum number of persons occupying the Accommodation does not exceed the maximum occupancy limits set out on our website (**5 people per pod**). You must not bring additional camp beds to the Accommodation. For the purposes of occupancy limits a child over the age of 2 is considered an occupant. On occasion we may allow a small tent beside Landpods where specific conditions necessitate this.

10.2. We set maximum occupancy limits in line with the facilities, space and equipment available at the relevant Site and to comply with applicable health and safety and regulatory requirements. As such, we reserve the right to require you to leave the Site (without any compensation or refund) if you exceed the maximum occupancy limits as described in this Section 10.

## 11. Damage to the Accommodation or its contents

11.1. If you discover that anything is missing or damaged on arrival at your Accommodation you must notify us immediately. If you do not notify us we will assume that you caused the relevant damage or loss.

11.2. You will be responsible for the cost of any damage to the Accommodation or its contents caused by you or by any member of your party or animal brought with you.

## 12. If you have a problem or complaint

12.1. We take care to ensure that our Accommodation units and site are of a high standard. However, if you have any problems with your Accommodation or the site, please contact us immediately and give us the opportunity to resolve it.

## 13. Our right to evict

13.1. We may terminate our contract with you and ask you to leave your Accommodation and the site immediately (without any compensation being payable) if:

13.1.1. we consider that you or your party have committed a serious breach of these terms and conditions;

13.1.2. we consider that your or your party's behaviour endangers the safety of our visitors, staff or animals;

13.1.3. any complaints are made of anti-social or unacceptable behaviour against you or your party;

13.1.4. you or your party cause an unreasonable amount of damage to the property or its contents; or

13.1.5. you exceed the maximum occupancy limit for your Accommodation.

## 14. Our liability to you

14.1. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is foreseeable as a result of our breach of these terms and conditions or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of our breach or if it was contemplated by you and us at the time we entered into this contract.

14.1.1. Nothing in these terms and conditions is intended to limit our liability for:

14.1.2. death or personal injury caused by our negligence;

14.1.3. fraud or fraudulent misrepresentation on our part; or

14.1.4. any breach of the terms implied by Section 10, 11 and 13 of the Consumer Rights Act 2015.

14.2. Nothing in these terms will affect your legal rights in respect of your booking. For a fuller explanation of your legal rights please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## 15. Events beyond our control

15.1. We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

15.2. An event outside our control means any act or event that is beyond our reasonable control, including without limitation severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

## 16. Some practical information for your stay

16.1. Your check-in and departure times will be set out in your booking confirmation. Please stick to these times for the convenience and safety of other guests.

16.2. If you leave any of your possessions behind at your Accommodation, please contact us as soon as possible. If we return items by post we will charge postage.

16.3. Our sites is in a rural area and it is important that you and your party do not interrupt or endanger the livelihood of those working at the property or on the surrounding land.

16.4. Wildlife and our farm and domestic animals are present on site. Any disturbance caused by wildlife or our animals should be reported to us immediately. Please remember that many species e.g. bats, newts are a protected species and it is illegal to interfere with them or their habitat.

## 17. Entire Agreement

17.1. This agreement constitutes the entire agreement between you and us and supersedes and extinguishes all previous promises, representations and undertakings.

17.2. No one other than a party to this contract shall have any right to enforce any of its terms.

## 18. Data Protection

18.1. We may communicate with you from time to time about your booking and your experience with us and will use your data in accordance with our privacy policy.

## 19. Governing Law

19.1. These terms and conditions are governed by English law. You and we both agree to submit to the exclusive jurisdiction of the English courts.