

# Terms and conditions for The Hideaway

## Introduction

1. We aim to provide Terms and Conditions which are easily understandable. If there is any term that you do not understand, then please discuss it with us before making a Booking.
2. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your Booking. We reserve the right to ask guests who contravene these Terms and Conditions to leave the Estate immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you. This is explained at Paragraphs 48-54 inclusive.
3. The following general terms apply to all Bookings at the Hideaway. If you are staying at Rufus's Roost Treehouse, please read the bespoke Terms and Conditions applicable for this Accommodation. A link to the Rufus's Roost Treehouse Terms and Conditions is provided [HERE](#). Please read these Terms and Conditions carefully as together with your Confirmation of Booking [and any other information we brought to your attention prior to your Booking being confirmed] as they make up your agreement with us.
4. A contract exists between us as soon as we have issued our Booking Confirmation to you.
5. Please inform us immediately if you notice any discrepancy in your Booking Confirmation.
6. The terms contained below do not affect your statutory rights.

## Definitions

8. When the following words are used in these Terms and Conditions, this is what they will mean:

**Accommodation:** Glamping pods, Kabinas, Hoglet Houses or Ecopods.

**Booking:** your request for us to arrange the Accommodation or Holiday Pitch on your behalf.

**Booking Confirmation:** our acceptance of your Booking.

**Holiday Pitch:** The provision of a Pitch for the purpose of siting a tent, Trailer tent or camper van/motorhome.

**Administration/Cancellation Fee:** The charge covers costs incurred and services provided to enable your Booking. These include, but are not limited to, marketing and PR, property inspection fees, site management, booking management, credit card fees and customer service.

**9. Events Outside Our Control:** any act or event beyond our reasonable control, including without limitation: strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster, or failure of public or private telecommunications networks.

**Estate:** Baxby Manor, Amplecarr, Husthwaite, York, YO61 4PW.

**Terms and Conditions:** these terms and any other terms or documents they refer to.

**We/our/us:** The Hideaway @ Baxby Manor.

**You/your:** You or the members of your party named on the booking form.

When we use the words "writing" or "written" in these Terms and Conditions, this will include email unless we say otherwise.

### **Information about us and how to contact us**

10. The Hideaway @ Baxby Manor is a company registered in England. Our company registered number is 08732517. Our registered office address is Baxby Manor, Husthwaite, York, North Yorkshire, England, YO61 4PW.

11. If you have any questions or complaints, please contact us. You can contact us by telephoning 07739 666079 or by emailing the main office at [info@baxbymanor.co.uk](mailto:info@baxbymanor.co.uk).

### **Changes to our Terms**

12. Legislation governing the operation of the Estate may change from time to time. If this happens then we may need to update our Terms and

Conditions. You will always be able to find the latest version of our Terms and Conditions on our website: [baxbymanor.co.uk](http://baxbymanor.co.uk).

13. If we make any significant changes to our Terms and Conditions after you have requested a Booking which will have a materially adverse effect on your Booking, we will give you the option to cancel with a full refund.

## Events Outside Our Control

14. We will not be liable for compensation, or responsible for any failure to perform any of our obligations under these Terms and Conditions caused by an Event Outside Our Control.
15. If an Event Outside Our Control affects the performance of our obligations under these Terms we will contact you as soon as reasonably possible to notify you that:  
we may cancel your Booking and refund your payments, or  
we may arrange alternative Accommodation/Holiday Pitch of an equivalent or higher standard at the Estate or on alternative dates which you may choose to accept. If you do not accept the alternative Accommodation/Holiday Pitch we will refund your payments.

## The Booking

16. The person who makes the Booking is responsible for the Booking and warrants that they are over 18 years of age and that the party will not exceed the numbers that the Accommodation/Holiday Pitch can accommodate. **We will not accept group bookings of more than three pitches/units. If we discover more than three bookings have been made they will be declined, or turned away on arrival with no refunds offered.**
17. We reserve the right to refuse any Booking on reasonable grounds.
18. You agree that your acceptance of this Booking is not conditional upon being allocated any specific Holiday Pitch or Accommodation on the park. The type of Accommodation will however be confirmed in your booking confirmation.
19. You can make amendments (Flexible Rate only) to your Booking by contacting us directly via email at [info@baxbymanor.co.uk](mailto:info@baxbymanor.co.uk) as long as more than 14 days notice before the date your booking is due to start is given. There is a £30 administration charge for amendments to Flexible Rate bookings due to arrive within 14 days. Whether we can meet your needs depends on site-specific consideration. **NB You cannot amend your booking if you selected our “Non-Flexible Saver Rate”.**

20. You may make an amendment to your Booking pursuant to paragraph 19 by contacting us prior to the start of your stay. This is subject to availability. If you wish to amend your Booking the following will apply:
  - We will be unable to refund the difference in price if your altered Booking is one for which we ordinarily charge a lower price at the date we receive notice from you that you wish to amend.
  - You will also have to pay us the difference in price if the altered Booking is one for which we ordinarily charge an additional amount at the date we receive notice from you that you wish to amend.
21. Customers are advised that requirements for disabled guests should be discussed with the Estate prior to booking to check for availability that can meet both needs and expectations.

### **Checking in and checking out**

22. Your Accommodation or Holiday Pitch will be available from 2pm on the day of arrival. **4pm for our Glamping accommodation, (Kabinas, Hoglet Houses, and EcoPods).**
23. On arrival guests should call at Reception to meet a member of staff who will direct you to your Accommodation or Holiday Pitch.
24. You must claim your keys for the Accommodation from Reception before 6pm on the agreed day of your arrival. If you have booked a Holiday Pitch you must equally inform us if you do not expect to arrive by 6pm. Guests are asked to advise Reception if they do not expect to arrive by 6pm to ensure the late arrivals procedure is left to greet you upon your arrival. If you are due to arrive later than 6pm, please email/text or call with your estimated ETA, please contact 07739 666079 or [info@baxbymanor.co.uk](mailto:info@baxbymanor.co.uk). Please also note that if you have not arrived by 11pm on the holiday start date and you have not contacted us to inform us of late arrival, then we will treat the holiday as having been cancelled and may retain the total costs you have paid for the Booking.
25. Check out is before 10am on the date of departure for our Kabinas, Hoglet houses and Eco-Pods, and 11am for all other accommodation/pitches. Please return the Accommodation keys to Reception no later than 10am on the date of departure.
26. All Accommodation and Holiday Pitches should be left clean and tidy and 'as found' on departure. Where this is not done, the Estate shall be entitled to take appropriate action in accordance with paragraphs 45, 125-136 inclusive.
27. You will not be entitled to receive a refund if you depart before the end of the booked holiday, save where we have breached the terms of our contract with you.

28. You may apply to extend your stay at the park. Please note that should we accept your application to extend your stay at the Park, we cannot guarantee that the same Holiday Pitch or Accommodation will be available for the extended Booking.

**Your Holiday Pitch (these terms are specific for those booking a Holiday Pitch (camping) as defined above)**

29. You must pitch as directed by the staff, and not encroach upon any other pitches in consideration of fire, risk limitation, safety and access. If you pitch outside the boundaries of your Holiday Pitch or your unit is judged to pose a risk to the safety, privacy and comfort of others, you will be asked to move.
30. When booking online the customer must have chosen a Holiday Pitch that can safely accommodate their tent/unit, (plus any ancillary equipment you intend to use during your stay; awning, pup tent, toilet tent etc). If on arrival it transpires this can not be done a member of staff will, if available, offer an alternative Holiday Pitch. If the customer has reserved a Holiday Pitch that cannot accommodate their unit and there are no alternatives the customer will not be permitted to stay, and no refunds will be offered. If you have any doubt about this, please contact us prior to Booking.
31. The six-metre rule must be observed: Units excluding guy ropes must be 6m apart from all adjacent units.
32. It is a requirement that the unit (along with any ancillary equipment) fits within the confines of the Holiday Pitch whilst maintaining the 6m rule. If this cannot be achieved, you may be required to purchase an additional Holiday Pitch (if available) or remove the ancillary equipment.
33. All loose equipment needs to be stored within the confines of your unit.
34. It is the responsibility of customers to ensure the mains electrical cable from the hook-up point to their unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose-made mains supply unit designed for tent camping conditions.
35. In certain circumstances customers may be required to change Holiday Pitch or take down gazebos or awnings during their stay. If this is required a full explanation will be offered and a member of staff will advise accordingly. We reserve the right to charge for an additional Holiday Pitch for extra-large tents or gazebos/pup tents and extra persons. For the avoidance of doubt an extra-large tent is one which the Estate considers to contravene any of the terms contained within Paragraphs 31-36 above.

36. The transfer or sub-letting of Holiday Pitches is not allowed.
37. Prior consent must be obtained by the customer, from a member of the site staff if they intend leaving their unit unoccupied overnight. A current, contactable mobile phone number is recommended to be left with the site staff.

**Your Accommodation (these terms are specific for those booking Accommodation as defined above)**

38. We will make every effort to provide the Accommodation. However, we may be unable to do so due to an Event Outside Our Control.
39. We may have to make minor changes to the facilities, and some may be unavailable due to maintenance at any time so please enquire about their availability before you book.
40. In the unlikely event that there is any problem with the Accommodation or the Estate, please tell us as soon as reasonably possible and please give us a reasonable opportunity to put it right, we will use every effort to repair or fix any defect as soon as reasonably practicable.
41. If any problem with the Accommodation or the Estate which is our fault means we are obliged to cancel your Booking, we will refund payments made for Accommodation not yet provided to you.
42. As a consumer, you have legal rights in relation to this agreement. Advice about those rights is available from Citizens' Advice Bureau or Trading Standards. Nothing in these Terms and Conditions will affect these legal rights.
43. If you have any questions or complaints about the services, please contact us. You can contact us by telephoning our Customer Service Manager or by writing to us or speaking to a member of staff at the Estate.
44. There is a minimum stay of 2 nights over a weekend (Friday/Saturday) for the Accommodation except for the Kabinas which is a 3-night stay.
45. It is up to you to check on arrival the Accommodation and its contents for any damage and inform the Estate of any damage within 1 hour of your arrival, if after one hour of your arrival no issues/damage have been reported we will assume any damage/breakages found upon your departure have been caused by you and you could lose part/all of your damage deposit.
46. You agree to allow the owner (including workmen) access to the Accommodation as required.
47. All Accommodation prices are for the property as a whole and are not on a per person basis. The Accommodation is for a maximum of 2, 4, or 5 depending on which unit you have reserved.

## Antisocial behaviour

48. By making a booking with us you have entered a contract in which you have undertaken, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.

49. If, during your stay with us:

- Your behaviour is antisocial or in our reasonable opinion is likely to spoil the enjoyment of the Estate for others or cause damage to property; or
- You behave aggressively or abusively towards our staff or visitors to the Estate; or
- You cause excessive noise,

you will be required to leave immediately in which event you will not be entitled to a refund.

50. If, prior to your stay it is reasonable for us to believe that you may engage in antisocial behaviour on our Estate we may cancel your Booking and refund payments you have made to us.

51. You further agree that you will not:

- Commit any criminal offence at the park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the park
- Use any unlawful drugs
- Create any undue noise or disturbance
- Carry on any trade or business while on the park

## Noise

52. Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others. Please keep noise to a minimum after 10pm and before 7am.

53. We ask that you please keep all music personal, ie: wear headphones. Please do **not** play music on speakers in or around your Holiday Pitch.

Although you may wish to play music very quietly on your Holiday Pitch it can still be heard by most of the site as sound carries very far. (We do not all have the same taste in music...) Music may be played quietly inside Glamping Pods or Hoglet Houses Accommodation provided this is not audible outside -to cause a nuisance to others at the Estate.

54. Generators may be used at the discretion of the Site Manager who will advise of the most appropriate running times. Customers may be asked to refrain from using them if they cause a disturbance.

## **Children and safety on site**

55. It is the responsibility of parents and guardians to ensure children are supervised at all times whilst on the Estate and around the adjacent stream and disused railway embankment. The stream that runs parallel to the site is un-fenced, has steep banks and deep pools of over 4 feet in places. The disused railway embankment running parallel on the other side of the site has steep and unguarded bridges and drop-offs. Children are not the responsibility of the Estate and we can not be held responsible should any harm befall them or anyone else in your party unless the Park is at fault.

## **Pets**

56. One Dog per pitch only is welcome by prior arrangement - the Owners are responsible for the behaviour of their animals.
57. A maximum of 1 dog per Holiday Pitch or Accommodation is permitted. Please note, as an exception to this Paragraph, **No dogs** are permitted on the Sanctuary pitches due to the wildlife habitats.
58. Dogs must not be left unattended on the Estate and must be kept on a lead at all times (no longer than 2m).
59. Dog fouling must be cleaned up immediately.
60. We do not allow on site any breed of dog listed under the Dangerous Dogs Act 1991.
61. Proprietary pet cages are only allowed within the confines of the unit including an awning
62. Pets should be exercised off site.
63. If it is deemed a pet is creating a nuisance or causing disturbance to others, their owner will be asked to remove them from site.
64. With the exception of guide dogs, pets are not allowed in the toilet block or other buildings.
65. Nothing in these Terms and Conditions prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at your home, if this is required to support a disability



and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

- 66. Guests who bring dogs acknowledge that they are responsible for any damage caused by their pets. We reserve the right to charge for any necessary repairs or extra cleaning resulting from their stay. Guests will receive a bill for any such charges, which must be paid within seven days of receipt. Failure to make payment within this timeframe may result in further action.**

### **Price, payment and deposit**

67. The price of the Accommodation or Holiday Pitch will be set out at the time we confirm your Booking. Prices may change at any time but price changes will not affect Bookings already confirmed with you. These prices include VAT.
68. If the rate of VAT changes between the date you submit your Booking and the date we send you a Booking Confirmation, we will adjust the rate of VAT that you pay, if applicable, unless you have already paid in full before the change in the rate of VAT takes effect.
69. Payments can be made online via our website: [baxbymanor.co.uk](http://baxbymanor.co.uk)
70. We will send you one reminder of your balance two weeks prior to your arrival unless the full balance has already been paid.
71. If you do not pay when you are required to do so then we may cancel your Booking and retain your deposit.
72. Once your Booking is confirmed you are responsible for payment of the full amount.
73. It is always possible that, despite our best efforts, your Accommodation or Holiday Pitch may be incorrectly priced. We will normally check prices before accepting your Booking so that, where the correct price at your Booking date is less than our stated price at your Booking date, we will charge the lower amount. If the correct price at your Booking date is higher than the price stated, we may contact you for your instructions before we accept your Booking. If we accept your Booking where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mis-pricing, we may end the contract and refund you any sums you have paid. In order to confirm your booking you must first pay a minimum deposit of 50% per Holiday Pitch or Accommodation. The remaining balance of the price of your Holiday Pitch or Accommodation must be paid at least 14 days before the first day of your holiday.

74. If the total cost of your holiday is less than £40, or if your holiday is due to start within 14 days of the date on which you made the booking, then you are required to pay the full price of your holiday at the point of booking.
75. The onus is on you to ensure that the balance is paid on time. If you fail to pay the balance of the price of your holiday within the timeframes stipulated in paragraphs 69 and 70 above, then we may treat this as a cancellation of the holiday booked by you.

## **Vehicles**

76. The maximum speed limit on the estate is 10 mph.
77. Vehicles on site must have a current and valid road fund licence and insurance. Drivers of vehicles, including motorcycles, must hold a full current driving licence to drive on site. All vehicles must conform to the Road Traffic Act 1988 and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
78. Sleeping in private cars or vans with side and rear windows may be allowed on the Holiday Pitches, at the discretion of the management, provided the vehicle has specially designed internal sleeping accommodation such as fully reclining seats and fitted curtains. A tent attachment for changing purposes must be erected. Intention to use this arrangement must be made clear on booking.
79. Vehicle movement should be kept to a minimum between 10pm and 7am.
80. All cycles should have appropriate lighting if used at a time when it would be required.
81. Essential repairs can be carried out so that an unserviceable vehicle can leave site, however, general maintenance and servicing is not allowed.
82. Vehicle and/or unit washing, is not allowed.
83. Guests are not allowed to bring lorries or other commercial vehicles on to the park. This includes towing vehicles.
84. No recreational vehicles can be used on the park. This includes motorised scooters.
85. No mechanical or repair work is to be undertaken on the park.
86. Only 1 vehicle is permitted per booking and must be parked in the allocated parking space. All other vehicles including trailers and boats must be parked in a designated parking area, allocated and verified by staff, at a cost of £5 per night.

## **Trading**

87. Trading and commercial advertising is not allowed, no advertising notices should be displayed on a unit.
88. A firm's car or van, which has the firm's name and description on the sides, is acceptable at sites.

## **Recreation**

89. Please be considerate of other customers when playing Ball games, Frisbee or cricket. Please do not allow children to run through other guest pitches, but rather play in the open spaces.
90. For safety reasons the flying of model aircraft, kites and drones is prohibited.

## **Sanitation**

91. Servicing chemical toilets must only be done at a Chemical Disposal Point, using water from that source. Please do not empty in the facilities block, but at the designated location.
92. To avoid damage to our sewerage system we ask Customers to use only biodegradable chemical fluids that do not affect the natural bacterial balance within the system.
93. Rubbish should be recycled wherever possible. Recycling facilities are available on site.

## **Fire**

94. Fire points are located around the site, please familiarise yourself with your nearest point. There is a non-smoking policy in all site buildings.
95. Camp-fires are not permitted other than in the fire rings provided. Wood is available to buy on site, scavenging for wood anywhere on the Estate is prohibited.
96. Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into trees.

## **Barbecues**

97. Do not use barbecues or cooking stoves on any type of garden furniture. Guests must use the fire-pits provided or alternatively must ensure they are used off the ground. Please do not place hot barbecues or cooking stoves on the grass, which will scorch. Please dispose of any "hot items" by allowing them to cool completely first and then taking

to the recycling shed. Do not place into the bin bags but in the large metal bins provided.

## **Lost Property**

98. All items of lost property will be retained for one calendar month.
99. Items not claimed after this period will be donated to a local charity or church close to the site, this includes any monies.
100. Any items that are not of use to any of the local charities will be disposed of.
101. Anything where the owner is readily identifiable will be either directly returned to the owner if still on site or contacted by phone if possible.
102. Customers are responsible for the cost of reclaiming their goods. The following items are excluded from this policy:
  - Credit or Debit cards. Reported to the card issuer. The card issuer will then advise what further action is necessary.
  - Items where there is any suspicion of danger to employees or to the public. The police will be contacted immediately in such circumstances for advice.
  - Any item that has clearly been abandoned.
103. Where items of property are claimed the claimant should be expected to provide a description of the items lost. The claimant must sign for all items claimed and record their full name and address.
104. These entire Terms and Conditions are governed by English law. You and we both agree to submit to the jurisdiction of the English courts.

## **Your rights to cancel and receive a refund**

### **Non-Flexible Saver Rate**

No refunds or amends, (unless cost increasing). Our least flexible rate – **you won't be able to cancel or amend your stay after booking.**

*\*We strongly recommend you have adequate travel insurance.*

### **Flexible Standard Rate**

Refundable. Free cancellation & amends. Amends can be made up to 14 days prior to arrival. All amends within 14 days of arrival will incur a £30 admin charge, unless total cost is increasing.

<b>No. of days prior to booking start date</b>	<b>Cancellation charge</b>
More than 14 days	None
Less than 14 days	50% of the total booking charge

105. You may cancel your Booking at any time.

106. If you need to cancel your Booking, please contact us as soon as possible **in writing**. We would be very sorry to hear of your need to cancel your arrangements and will happily discuss alternatives with you. Should you wish to cancel your holiday, you will be charged the appropriate cancellation fee as above, for the Flexible Rate. By making a booking, you agree that this refund, cancellation and amendment policy will apply to your booking.

107. You may cancel the contract at any time and receive a full refund of all the payments you have made to us by giving us notice if any of the following occur:

1. We break this contract in any material way and we do not correct or fix the situation within a reasonable period; or
2. We change these Terms and Conditions to your material disadvantage.

108. No refund will be payable for leaving your holiday early, unless we are in breach of our contract which has resulted in your early departure.

## **Cancellation**

109. If you wish to cancel your booking reservation you must let us know immediately by

- ◆ telephone on 01347 666079; **or**
- ◆ sending written confirmation to us, including a copy of your invoice/ booking confirmation, by email to [info@baxbymanor.co.uk](mailto:info@baxbymanor.co.uk).

110. Your cancellation will be effective from the date which we receive your **written** notification.

111. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.
112. We may cancel the contract for the Accommodation or Holiday Pitch at any time with immediate effect if:
- ◆ you do not pay us when you are supposed to; or
  - ◆ you are in breach of these Terms and Conditions in any other material way and you do not remedy the situation within a reasonable period after we ask you to.

## **Other important Terms**

115. We may transfer our rights and obligations under these Terms and Conditions to another organisation and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms and Conditions.
116. This contract is between you and us. No other person has the right to enforce any of its Terms except where the exception stated in paragraph 113 applies.
117. Each of the paragraphs of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in effect.
118. If we fail to insist that you perform any of your obligations under these Terms and Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a breach of these Terms and Conditions by you, we will only do so in writing, and that will not mean that we will automatically waive any later breach by you.

## **Our contract with you**

119. When you submit a Booking to us this does not mean that we have accepted it. We may or may not do so. If we are unable to supply you with the Accommodation or Holiday Pitch, we will inform you of this and we will not accept the Booking and refund payments you have already made.

120. Please check your Booking Confirmation carefully as soon as you receive it and inform us of any discrepancies. If any are our fault, we will do our best to remedy the situation.
121. If we are unable to accept your Booking, we will inform you of this and will not charge you. This might be because the Accommodation, Holiday Pitch or essential facilities are unavailable, or we have identified an error in the price or description of the Accommodation or Holiday Pitch.
122. These Terms and Conditions apply whether you make a Booking via our website, by email, post, telephone or in person.

### **Changes to our facilities and services**

123. We may make reasonable changes to the facilities and services at the park provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.
124. If we make changes to the facilities and services at the park which materially reduce their quality, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee, and we will not deduct any Direct Costs.

### **Liability**

125. Every care is taken to ensure that all site information is accurate at the time of going to press. Estate photographs are taken at our Estate, and are intended for guidance only. Layout plans and artist's impressions are for illustrative purposes only. Due to operational circumstances, activities may sometimes be withdrawn. All maps shown are for representation only and mileages shown throughout are approximate and depend on the route taken.
126. We do not accept liability for any personal injury, loss or damage that may be sustained by you or any members of your party during your booking, except if it arises in connection with negligence caused by the company, its servants or agents.

127. Please look after your Accommodation/Holiday Pitch and the Estate facilities so that they may be enjoyed by all. You must leave the Accommodation clean and tidy on the day of your departure otherwise you may incur an additional cleaning charge. You must report any accidental damage to Reception immediately, so that we can make a repair or replacement. You must also leave the Holiday Pitch in an 'as found' condition.
128. We inspect the Accommodation/Holiday Pitch between your departure and the arrival of the next guest. You may be charged for loss or damage caused by you.
129. We reserve the right to charge you for any damage, or additional cleaning costs which we incur as a result of your stay. Where these costs do not exceed £30 (for an Eco-Pod) or £50 (for a Hobbit House) we will email an invoice to the named person on the booking which you agree to pay within 7 days of receipt.
130. Where damage/additional cleaning costs incurred as a result of your stay exceed the sums specified in paragraph 129 we reserve the right to seek full recovery of our losses from you and all of our legal rights are reserved in that regard.
131. You must inform us of any damage or breakages caused by you or anyone in your party. Any such damages or breakages in the Accommodation/Holiday Pitch must be paid for by you.
132. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
133. We do not exclude or limit in any way our liability to you where it would be unlawful to do so.
134. We will make good any damage to your Lodge and other property caused by our breach of this contract. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your Lodge or property that we discover while providing the services.
135. We are not liable to you for any losses suffered or damage caused to your Accommodation/Holiday Pitch or other property by a Holidaymaker, their guests or third parties.
136. We only supply the services for domestic and private purposes. If you use the services for any commercial or business purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.



## **Complaints**

137. If you have a complaint about anything during your holiday, please raise it with a member of our staff immediately. We suggest, where possible, that you try and complete a report about the complaint while you are on holiday. If you wish to pursue the complaint with us following your departure, then please write to us within 28 days of your departure.
138. We have a complaints procedure to make sure we can sort out complaints as quickly as possible. Please help us help you by following this procedure. If you fail to do so, this may affect your entitlement to claim compensation if this would be appropriate.

## **How we may use your personal information**

139. We will use the personal information you provide to us to:
- Provide the Accommodation or Holiday Pitch
  - Process your payment to us
  - Inform you about similar Accommodation/Holiday Pitch, offers or products that we provide or arrange on behalf of our private owners, but you may stop receiving this information at any time by contacting us.
140. We will not give your personal data to any third party unless the law requires us to do so.
141. Your personal information may, for operational reasons, be held overseas.
142. Where your booking includes arrangements and accommodation located overseas, we will have to send your personal data overseas to enable owners/service providers to provide your booking. Where this results in personal data being sent to a country outside the UK you accept that rules on data protection may not be so stringent as in the UK.
143. For more detailed information about how we use personal information, please see our Privacy Policy which can be found on our website.