



Terms and Conditions

Thank you for choosing to book your holiday with us, we very much look forward to welcoming you to Round the Woods. We aim to provide you with an unforgettable holiday experience. By making a booking you are entering into a legal contract with us. All guests must be aware of and comply with the Terms and Condition as stated below.

Round the Woods reserves the right to change the website (www.roundthewoods.co.uk), including terms and conditions, without notice.

We strongly advise guests to take out full holiday insurance to cover cancellations, sickness (including Covid-19), public liability, personal belongings, loss etc.

Additional Terms and Conditions relating to Covid-19

- Guests are requested and encouraged to maintain social distancing while on site and during their visit to the local area and to comply with Government guidance.
- If you develop symptoms of COVID-19 prior to your stay you must declare it to your hosts and cancel your stay.
- If guests arrive at Round the Woods with symptoms of COVID-19, they are advised to return home (where possible) and/or self-isolate in accordance with current Government guidance.
- If a guest shows acute symptoms, has breathing difficulties or their life is at potential risk, we will seek medical help immediately.
- If a guest develops symptoms during or after a stay at Round the Woods, they must declare it immediately to your hosts at Round the Woods and return home to self-isolate wherever possible. If the guest is unable to check-out then arrangements need to be made in agreement with the owners of Round the Woods on what the best way to respond.
- If a guest with suspected or confirmed Coronavirus has stayed at Round the Woods then we are required by law to leave the accommodation space secured and unoccupied for 72 hours before cleaning. This will reduce the risk to us and future guests and means that soft furnishings which can't be disinfected easily will be safe. If we encounter this situation immediately prior to your arrival please be aware that we will unfortunately be required to cancel and refund your booking. We will endeavour to do this with as much notice as possible and attempt to recommend alternative accommodation which may be suitable.
- On departure guests are asked to strip their beds and bedding and place all linen in the provided blue laundry bag for safe handling.

Prices

We reserve the right to alter prices at any time. However, prices stated on booking confirmation will be honoured. The price quoted is per accommodation unit and includes bed linen, pillows and towels.

Booking and payment

- i) A 25% non-refundable deposit is required to confirm a booking. Please ensure we receive the booking deposit within 7 days of the provisional booking, if not we reserve the right to release the dates. Where a deposit has been paid, full balance payment will be due 6 weeks (42 days) in advance of your check in date. If the remaining balance is not settled before the stated due date, you will forfeit your deposit and your booking will be cancelled.
- ii) When bookings are made within 6 weeks of the arrival date, we ask for the full amount to be paid in order to confirm your booking.
- iii) Group bookings: For bookings of more than 2 adults in one structure or for whole site bookings we charge a refundable damages/cleaning deposit of £100. This will be charged along with the



final balance payment. If the accommodation and contents are looked after then we will refund the deposit within 1 week of departure.

- iv) Payments can be made using the online booking system, by bank transfer or cheque (payable to Kate Symonds) or we accept a full range of credit and debit cards over the phone. All bookings are confirmed by email and links for additional information, directions and maps etc are sent prior to arrival. It is the responsibility of the person making the booking to ensure that all information, including Terms and Conditions, is disseminated to the rest of the group as appropriate.

Arrival and departure

- i) Your accommodation will be available to you from 4.00pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time, as we will be busy preparing the accommodation for your stay. Please advise us of your estimated arrival time so we can arrange for someone to meet you and show you to your accommodation. The yurts and roundhouse are a short walk from the car parking area and vehicles are not permitted passed the car parking area. There will be trolleys available to help carry luggage and do let us know if you require further assistance.
- ii) Guests are requested to vacate their accommodation promptly by 10.30am on the day of departure, unless otherwise arranged.

Changes to bookings

If you need to make changes to a booking after payment of the deposit, such as to move dates this will be subject to a £20 administration fee and will depend on availability of dates. Changes are only possible up to 6 weeks prior to arrival. All changes after this date will be subject to our cancellation policy. Changes must be made in writing by the person who made the booking.

Cancellation

- Cancellation by You

We understand that circumstances change and emergencies occur. If you have to cancel your holiday, please inform us immediately. We will do our best to re-let the accommodation. If we can re-let your holiday dates we will refund your balance payment, minus a £50 administration fee per accommodation unit. If it is not possible to re-let the accommodation, all monies which have been paid will be forfeited. Deposits paid are non-refundable. If cancellation is made 6 weeks or more prior to arrival, the deposit will not be refunded however it can be transferred to an available alternative date within 12 months of the cancellation date. This will incur a £50 handling charge per accommodation structure. If the new date has a higher charge then any extra monies due will need to be paid. Any cancellation must be confirmed in writing/email, by the person who made the booking.

- Cancellation by us

Round the Woods reserve the right to cancel or make changes to a holiday at short notice if for unforeseeable circumstances we are unable to provide safe accommodation due to extreme conditions, ill health, fire, administration or any other extenuating circumstances. In the unlikely event that we have to cancel your holiday we shall offer a full refund or credit against a future stay. Round the Woods cannot accept any liability or responsibility for any loss, including amongst other things consequential loss caused by cancellation and you accept that you have no further claim against Round the Woods.

Breakages and damages

Please take care of our property. You are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report any incidents as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to charge you for repair or making good if the damage or breakage is significant. We reserve the right to charge for excessive cleaning where accommodation has been left in an unacceptable condition. Guests will be held responsible for any fire, damage or alteration to the structure caused by negligence.



Your accommodation

Yurt bookings only - The yurt allocated to you on confirmation of your booking is provisional and we reserve the right to alter this to an equally suitable yurt in the occasion that this is necessary. Guests will however be informed of any changes to their booking, where possible before arrival.

Liability

Guests are asked to take care at all times while on our property. Parents and carers in particular are asked to ensure that children are safe, accompanied by a responsible adult and not left unattended. Round the Woods accept no liability for accident, damage, loss of property or personal injury incurred on site, including vehicles and their contents.

Round the Woods is a glampsite in a natural environment and in working to preserve and enhance the woodland and it's biodiversity, and create a sense of freedom, there are natural hazards. These include ponds, tree roots, poisonous plants and extremely limited lighting after dark, and depending upon weather conditions, cold, wet and slippery surfaces. We have several streams which can be a hazard and there are also 2 unfenced ponds. Round the Woods is not a manicured campsite with paved paths. In places the terrain is uneven so please make sure all members of your party are aware of this and wear suitable footwear, we recommend wellies or hiking boots. We have resident moles who love digging up the grass!

By booking and coming to Round the Woods you agree to be responsible for your children and any dependents or children you are in charge of, and your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to facilities, tents and woodland, such as regarding litter, fire, noise after 10pm. Anything you bring to the site or wider woodland and any damage or loss to your possessions is at your own risk. You use the facilities and amenities at Round the Woods at your own risk. We take every care to ensure you have a safe and enjoyable holiday however Round the Woods accepts no responsibility for any loss or injury arising from being at Round the Woods. By booking, and acknowledging these Terms and Conditions, you are aware of the risks, hazards, and dangers of personal injury in entering the glampsite and woodland.

Because of the nature of the glampsite and its location there may be instances where the site suffers from an interruption in electrical and water supply, we will endeavour to do our best to minimise any inconvenience on the rare instances that this might happen.

Guest conduct and noise

Guests undertake to behave in a proper, appropriate and legal manner with due respect to the owner, the property, other guests and their property. If any guest behaves inappropriately or improperly (of which Round the Woods will be the final judge of on their property), or illegally, Round the Woods reserves the right to ask the guest and their party to leave the site before the end of the holiday. Any refund will be at the discretion of Round the Woods.

We request that noise is kept to a minimum particularly in the evenings and specifically after 10.00 pm. Please do not bring amplified music of any sort. Conversely we are unable to do much about occasional farm noise, local country sports or indeed wild animals!

No smoking policy

Please do not smoke in any of the structures. Anyone smoking on the site is responsible for disposing of their cigarette butts in a bin and not littering the land.

Fire policy

- Camp fires are permitted only in the designated fire pits and not in BBQs or on the ground. Campfire logs are available specifically for campfires.



- Candles and tea lights that are used in the accommodation must be within the candle holders and containers when alight. Please do not leave them burning unattended.
- Please do not release paper lanterns in or around the woods as they pose a serious risk to livestock and crops.
- All fires on the site, including the woodburning stove, must be attended at all times and kept manageable. Please close the vents of the woodburner when leaving it unattended or when retiring for the evening. Parents of under 3's must take extra caution and not leave children unsupervised where there is a fire. Matches must be kept out of reach of children. Never hang anything on or close to the wood burning stoves, including the fire gloves. Always wear gloves when tending to the woodburning stoves.
- Each structure has a carbon monoxide detector, smoke alarm and a fire extinguisher. The stoves are very safe if properly used - instructions are in each accommodation unit and should be read before use.

Recycling and wastage

Guests are requested to carefully sort all items into the correct recycling bins provided and to keep landfill to a minimum as well as to switch off lights and taps whenever not necessary.

Complaints

In the event that you have any complaint about your stay, please notify Round the Woods as soon as possible and they will use all reasonable endeavours to resolve the issue.

Authority to sign

The person who signs to accept the terms and conditions on the Booking Form certifies that:

- i) He or she is authorized to agree Booking Conditions on behalf of all persons in the party.
- ii) The signatory is over 18 years of age.
- iii) They agree to take responsibility for the party occupying the accommodation

Pets

We are unable to welcome any pets onto the site. A list of local kennels and catteries are available [here](#).