

Terms and Conditions of Booking

By confirming a reservation at Buckholt House Farm, Monmouth you are accepting that you have read and fully accept the terms and conditions detailed below.

1 Bookings.

A booking is only confirmed upon receipt of the non-refundable deposit and agreement to our terms and conditions. No booking contract is entered into until a deposit has been received and we have sent a written confirmation declaring your reservation. Please note we do not hold dates provisionally, if the deposit has not been received with 48 hrs of making the booking then the booking will be released. Where a deposit has been paid, full balance payment will be due 6 weeks in advance of your check in date. If the remaining balance is not settled by the stated due date, you will forfeit your deposit and your booking will be cancelled. When bookings are made within 6 weeks of the arrival date, we ask for the full amount to be paid at the time of booking. The 25% deposit proportion of the booking remains non-refundable. Payments can be made by bank transfer only. It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.

2. Cancellation

2.1 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 (deposit remains non-refundable) with the amount we can let the accommodation for, therefore if we have had to discount the break in order to fill the vacancy, the amount returned will be your balance less any discounts or costs associated. If it is not possible to re-let the accommodation, all monies which have been paid will be forfeited. It is your responsibility to have arranged full travel insurance to ensure you are covered in the event of a cancellation. Bookings cancelled within 48 hours of arrival are completely non-refundable. Deposits paid are non-refundable and non-transferable. Non-payment of the balance by the due date will be construed as cancellation by you. We strongly recommend guests take out cancellation insurance to cover their holiday.

2.2 Cancellation by Buckholt House Farm, Monmouth.

We 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 including weather warnings, ill health, fire, administration or any other extenuating circumstances. If we cancel your holiday your full payment will be returned. Buckholt House Farm, Monmouth will not pay you compensation.

Buckholt House Farm, Monmouth 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 Buckholt House Farm

2.3 Changes by you Booking

After booking, if you need to make changes such as move dates this will be subject to a £20 administration fee. Changes are only possible before the balance payment due date. All changes after the balance due date will be subject to our cancellation policy.

3. Arrivals & Departures

In order to prepare the accommodation, we ask that you arrive between 4-6.30pm and leave your accommodation clean and tidy by 10.30am on your departure date. Occasionally extensions to departure time can be accommodated by prior arrangement. Guests have the right to occupy the Property for the paid for holiday period only (within the meaning of Schedule 1 Paragraph 9 of the Housing Act 1988).

4. Occupancy and Visitors

4.1 Occupancy

The property may only be occupied by the agreed number of the guests at the time of booking. If you wish to amend the number of guests in your party, this must be agreed in writing in advance of your stay. When booking please confirm the number of guests. We reserve the right to refuse entry to the entire party if this condition is not observed. We monitor occupancy strictly due to fire and safety rules at the site. Under no circumstances should any guests invite further guests to join them unless you have prior written consent from Buckholt House Farm, Monmouth. If found to be overcrowding our accommodation or more guests are staying than have been booked, we reserve the right to terminate your holiday without refund.

4.2 Visitors

If you wish for friends or family to visit our site during your stay we require prior written agreement ahead of your stay.

5. Pricing

The prices featured on the website are not binding and Buckholt House Farm, Monmouth reserves the right to modify these prices at any time. At the time of booking you will accept a price. The price agreed either online or over the telephone and then stated on the confirmation email is binding. If a holiday has been booked under an obvious price administration error, Buckholt House Farm, Monmouth are not obliged to honour the booking and can cancel and refund the stay.

6. Damage and breakages:

By accepting these conditions, you accept that you are responsible and liable for any breakages or damages that you cause to the accommodation or its contents. Please report these as soon as they occur. We reserve the right to charge for excessive cleaning where accommodation has been left in an unacceptable condition or where guests have left washing up and so on. Guests will be held responsible for any fire, damage or alteration to the structure caused by negligence and Buckholt House Farm Glamping will pursue the guests for damages. Please ensure you have full travel insurance cover.

7. Assumption of Risks

You will be staying on a working farm with live animals, areas of open water and potentially dangerous farm equipment amongst other hazards. Whilst we take great care to keep you safe, accidents can happen and we are not held responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to ensure children are supervised at all times, including ensuring that they are unable to leave accommodation at night without supervision. Also you must be aware that some of the camp equipment (such as the firepit) may be dangerous if misused. Buckholt House Farm, Monmouth accepts no liability for accident, loss of property or personal injury incurred on site. In the event of guest misbehaviour or other necessary cause, we reserve the right to terminate the let without any refund of letting monies. The client will take responsibility, and will indemnify Buckholt House Farm, Monmouth against, any injuries or damage whilst they are using the facilities, including from the use of the Hot Tub and Sauna.

8. Guest Conduct

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 Buckholt House Farm, Monmouth will be the final judge of on their property), or illegally, Secret Cloud House Holidays Ltd 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 the owner. We expect noise to be kept to a minimum out of respect for fellow guests and our neighbours. Failure to respect others will lead to a warning, and if not complied with termination of your holiday without

refund. You are responsible for informing us of any losses or damage to the property as soon as possible. Please note that you will be liable to pay us for any losses or damage to the property caused by you or a member of your party (except reasonable wear and tear). You must also leave the property by the check-out time specified on your booking. In addition, we reserve the right to sue the guest for any loss, damage or injury caused to the Owner, the Property or to other guests and/or their property.

9. No Smoking Policy

Buckholt House Farm, Monmouth operates a strict NO SMOKING POLICY inside any of our accommodation. Anyone smoking on the site is responsible for disposing of their cigarette butts in an external sand bucket and not littering the surrounding areas.

10. **No firearms, hunting equipment, fireworks or Chinese lanterns are permitted on the farm.**

11. Fire Policy

There are written instructions provided for operating the fire pit. We ask that you follow these carefully. Inside the pod there is a smoke alarm and a fire blanket provided in the kitchen drawer. We ask that you do not light any naked flames inside the pod.

There are 2 water fire extinguishers situated at the rear of the bottom pod should they be required.

12. Complaints

In the event that you have any complaint about your stay, please notify Buckholt House Farm, Monmouth as soon as possible and they will use all reasonable endeavours to resolve the issue. In the event that you have any complaint about your stay, please notify the Owner as soon as possible but no later than 2 days after you check out. If you don't follow this procedure there will be less opportunity for us to investigate and resolve your complaint

13. Force Majeure

Force majeure on the side of Buckholt House Farm, Monmouth exists if the implementation of the agreement is entirely or partially, temporarily or permanently prevented due to circumstances which are beyond our control including: threat of war, global pandemic, staff strikes, blockades, fire, flood, extreme weather and other disruptions or events.

14. Authority to Sign

The Lead person on the booking accepts the terms and conditions on the Booking Contract and certifies that: a). he or she is authorized to agree Booking Conditions on behalf of all persons in the party. b). The signatory is over 18 years of age c). they agree to take responsibility for the party occupying the accommodation