

ESCAPE OFF THE GRID

TERMS & CONDITIONS

BOOKING AND PAYMENT

To secure your booking, we ask for a 50% deposit at the time of booking, with the remaining balance due 14 days before you arrive.

If we don't receive full payment by the due date, we may need to release your booking to another guest.

All prices include VAT where applicable.

CANCELLATION POLICY

We know plans change. If you need to cancel, just drop us an email. Here's how refunds work:

- More than 14 days before arrival: Full refund minus a £25 admin fee
- 7-14 days before arrival: 50% refund
- Less than 7 days before arrival: No refund

We recommend travel insurance to cover unexpected changes to your plans.

CHECK-IN AND CHECK-OUT

You're welcome to check in from 3:00 PM. Check-out is by 10:00 AM, except at our Canterbury and South Downs locations where you have until 11:00 AM.

Need to arrive early or leave late? Just ask. We'll do our best to accommodate where we can, though extra charges may apply.

OCCUPANCY

Our cabins are designed for two adults. We're unable to accommodate children.

Extra guests aren't permitted and could mean we have to end your stay without a refund, so please stick to two.

BEING A GOOD GUEST

Our cabins are tucked away in beautiful, peaceful spots. To keep them that way for everyone, we ask you to:

- Be kind to neighbours and other guests
- Keep noise down between 10:00 PM and 8:00 AM
- Follow the Countryside Code
- Close gates, stick to paths, leave no trace
- Take your rubbish with you or recycle where you can
- Be gentle with wildlife and plants

No parties, loud music, or antisocial behaviour. If you disturb others or damage the site, we may ask you to leave without a refund.

LOOKING AFTER THE CABIN

Please treat the cabin as you'd want to find it. You're responsible for any damage during your stay.

If something breaks or goes wrong, let us know straight away. We'll sort it out together.

We may need to charge for damages, excessive mess, or missing items.

BRINGING YOUR DOG

We love dogs. You're welcome to bring one well-behaved pup with you (where stated).

What we need from you:

- Pay the pet fee when you book (varies by location)
- Keep your dog under control at all times
- Stakes are provided at every cabin. Please use these to ensure your dog is kept within the distance of the cabin and not disturbing wildlife or livestock
- Clean up after them
- Keep them off furniture and beds
- Take responsibility for any damage they cause

STAYING SAFE

Please follow the safety guidance we provide, especially around:

- Wood-burning stoves and fireplaces
- BBQs and fire pits

Drive carefully on the farm tracks and watch out for livestock. You're in the countryside now, with uneven ground, natural water, and wildlife. Just take care and enjoy it.

THE LEGAL BIT

We can't be held responsible for injuries or lost belongings during your stay. You're in nature, so please look after yourself and your things.

All facilities are there for you to enjoy at your own risk. Travel insurance is a good idea.

WHEN THINGS ARE OUT OF OUR CONTROL

Sometimes things happen that are completely beyond our control - extreme weather, natural disasters, government restrictions. If we can't fulfil your booking because of something like this, we're not liable.

YOUR PRIVACY

We'll share your booking details with the site host and the relevant club (Off-Grid Nature Club, Woodlands Champions Club, or Campfire Companions Club). That's just so everyone knows you're coming.

We take your privacy seriously and follow all UK data protection laws.

We'll only send you marketing emails if you tick the box to say you want them. The club may contact you about your membership and site access.

IF WE NEED TO CHANGE YOUR BOOKING

Very occasionally, we might need to change your booking. If we do, we'll offer you alternative dates or a different location. If that doesn't work for you, we'll give you a full refund.

In the rare event of a double booking or unavailability, we'll find you another cabin or refund you in full.

WHICH LAWS APPLY

These terms are governed by the laws of England and Wales.

ABOUT OUR SITES

Upon booking, you will automatically be enrolled as a member of a certificated site governed by Natural England. These differ by location but include Off-Grid Nature Club, Woodlands Champions Club and Campfire Companions Club.

Membership is included in your booking at no extra cost. By becoming a member, you agree to the club's code of conduct and privacy terms.

Sites are for members-only recreational use. Events are not permitted.