

# ESCAPE OFF THE GRID

## TERMS & CONDITIONS

Welcome to Escape Off The Grid. We're delighted you've chosen to stay with us and want to make sure your visit is as seamless and enjoyable as possible. Please take a moment to read these terms and conditions, which help us maintain clarity and fairness for all guests.

### 1. Booking and payment

- To secure your booking, we ask for a 50% deposit at the time of booking.
- The remaining 50% balance is 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.

### 2. Cancellation and refunds

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 strongly recommend travel insurance to protect yourself against unforeseen circumstances.

### 3. Check-in and check-out

- Check-in is from 3:00 PM onwards.
- Check-out is by 10:00 AM, except at our Canterbury and South Downs locations where you have until 11:00 AM.
- Early check-in or late check-out may be available on request, subject to availability and additional charges.

### 4. Occupancy and guests

- Maximum occupancy is 2 adults per cabin. Children are not permitted.
- Additional guests beyond the confirmed number are not permitted and may result in termination of your booking without refund.
- Our cabins are designed to provide peaceful, relaxing stays. We ask all guests to respect our neighbours and venue rules accordingly.

### 5. Damage and liability

- 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.
- We cannot accept liability for personal injury or loss/damage to personal belongings.

## 6. Pets

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

## 7. Guest code of conduct

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
- We reserve the right to ask guests to leave without refund if behaviour disturbs others or damages the site

## 8. Safety

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.

All facilities are there for you to enjoy at your own risk. We cannot be held responsible for injuries or lost belongings during your stay.

## 9. Data and membership

**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.

- Your booking and personal data will be shared with the site host and the relevant club as per our Privacy Policy.
- We respect your privacy and handle your data according to applicable laws.

### **10. Marketing communications**

- You will only receive marketing communications from Escape Off The Grid if you explicitly opt in.
- The club may contact you about your membership and site access.

### **11. Changes to bookings**

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.

### **12. Force majeure**

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.

We strongly recommend travel and cancellation insurance for protection against such events.

### **13. Governing law**

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

### **14. General**

- By booking, you agree to comply with these terms and conditions.
- We reserve the right to update these terms and will notify you of significant changes.

Thank you for choosing Escape Off The Grid. We look forward to welcoming you!