

CRAFTY CAMPING TERMS & CONDITIONS

Thank you for choosing to book your Crafty Camping break with us. We very much look forward to welcoming you to the woods. By making this booking you are entering an agreement with Mallinson Ltd. Please read our terms and conditions of booking below.

PRICES

The price quoted is per tent and includes bed linen, pillows and towels for up to 2 persons per unit. We have the right to alter prices at any time. However, prices stated on booking confirmation will be honoured.

The Crafty Camping Price includes shared use of the communal kitchen & covered dining area (in addition to your own private outside BBQ area by your tent).

BOOKING CONFIRMATION & PAYMENT

Payment can be made by card over the phone, using the online booking system on the website or direct BACS bank transfer.

All bookings are confirmed by email and links for additional information, directions and maps etc are sent at this time.

CANCELLATION & INSURANCE

Guests can cancel up to 60 days prior to the date of the booking, however a cancellation fee of 25% will be deducted from the refund. After 60 days we are unable to offer a refund and therefore in order to cover unforeseen circumstances, **we would strongly recommend that you take out cancellation insurance** to cover any spent cost should you have to cancel for any reason outside your control.

In the unlikely event that Mallinson Ltd have to evacuate the site (due to inclement weather for example) or cancel the camping for any reason outside our control we shall offer a full refund or credit against a future stay. Mallinson Ltd is not liable for any consequential loss that may be incurred by the guest due to these circumstances.

DOGS

It is with great sadness, and after a great deal of debate that we do not allow guests to bring dogs with them.

CHILDREN

Crafty Camping is an Adult only glamping site.

ARRIVAL

Your accommodation will be available to you from **3.00pm** 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 tents for your stay.

There is a 5-minute walk from the car park to the Crafty camping site, therefore please don't bring more than you need/ can easily carry.

The arrival instructions are designed for 'Self check-in', depending on your time and day of arrival there may or may not be a member of staff on site to greet you. These instructions will guide you to your tent where there are further instructions on where you will find everything you will need to settle in as well as practical issues such as 1st aid etc.

Please do not drive down the track to the bottom entry to the Woodland Workshop, this track is very rough and rutted, and for 4x4 emergency vehicle access only, damage to cars is



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likely and cars do get stuck. For disabled access we can arrange for 4x4 transport via this route in advance.

UPON LEAVING

Please vacate your tent/tipi/yurt by **11.00am**, so that we have time to change over before the next guests arrive in the afternoon. If your onward travel is later you are welcome to make use of the communal facilities by prior arrangement.

SMOKING

Please do not smoke in any of the tents or buildings.

INSIDE THE TENTS

Please always remove shoes and boots inside the tents.

Tea lights and unenclosed candles are strictly forbidden inside or outside the tents - enclosed glass lanterns with protected candles are provided in each tent as well as electric lighting.

Please do not cook anything inside the accommodation tents or put anything at all on top of the log burning stoves.

DAMAGE & BREAKAGES

Please take care when staying in our property. You are responsible and liable for any breakages or damage that you cause to the accommodation or its contents. Please report any incidents when they occur. We may send you an invoice for repair or making good or replacement of broken items.

Please leave your tent clean and tidy, we reserve the right to make an additional charge for cleaning if tents are left unreasonably dirty.

NOISE

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 dairy farm noise, local country sports or indeed wild animals (owls, buzzards, foxes & badgers in particular) or the dawn chorus!

CHINESE LANTERNS

Please do not release Chinese lanterns in or around the woods as they pose a serious risk to livestock and crops.

ADDITIONAL DAY/EVENING GUESTS

Please do not invite additional day or evening guests on site without specific prior arrangement.

SERVICES AND FACILITIES/FREEZING PIPES.

Mallinson Ltd endeavour to provide all of the facilities, utilities and services promoted on our website at all times but are not liable to pay any refund should any of these fail.

If the weather is very cold we may have to drain down sections of the water system to avoid pipes freezing and bursting, obviously this is outside our control and we can not offer any discounts or refunds under these circumstances. However if we have to drain down the water in some areas we will maintain a water supply to the central loos and hot woven willow shower as well as the communal washing up hot and cold water supply. The sauna will remain operational but the associated shower and



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toilet may not always be operational depending on the extent & duration of the freezing conditions. These severe and extreme conditions are rare and we will endeavour to keep everything running to the best of our ability on these occasions.

RECYCLING & 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 electricity lights and water taps whenever not necessary.

LIABILITY

Parking facilities are available on site and any vehicles and their contents are left at the owner's risk. We do not accept any liability for any damage, loss or injury to any member of your party or possessions whilst on site.

PRIVACY POLICY

Any data collected during the course of this booking will be stored on our computer(s). Your contact details will be added to our database and you will receive an information newsletter approximately once a month informing you of new and exciting services. If you would prefer not to receive this information then please notify us and we will remove your details from our database immediately.

