

CRAFTY CAMPING TERMS & CONDITIONS

By making a booking you are entering an agreement with Mallinson Ltd.

BOOKING, PAYMENTS & CANCELLATION.

Our website booking system will automatically take a 25% deposit for bookings that are more than 60 days in advance, subsequently you will receive an email remainder & payment link for the final payment. 60 days prior to arrival. For stays that are within 60 days of booking the payment is in full.

For bookings that are more than 60 days away a cancellation fee of 15% will be deducted from the refund of the deposit to cover costs (paypal etc) & administration.

For cancellations within 60 days of your arrival date we will try to re-sell your booking & if we do we will refund in full less 15% costs/admin fee. If we are unable to re-sell your booking no refund will be payable, therefore in order to cover unforeseen circumstances, **we strongly recommend that you take out cancellation insurance or check your annual travel insurance policy** to cover any spent cost should you cancel for any reason.

COVID-19 CANCELATIONS FOR BOOKINGS MADE IN COVID AWARE TIMES (23RD MARCH 2020 ONWARDS):

IF GUESTS HAVE TO CANCEL DUE TO HAVING COVID SYMPTOMS, HAVING TO SELF ISOLATE OR LOCAL TRAVEL RESTRICTIONS WHERE THEY LIVE BUT WE ARE STILL OPEN FOR BUSINESS:

We will do our best to re-sell the reservation & if we do re-sell it we will refund the total amount less 15% to cover admin and costs (paypal fees etc).

If we are unable to re-sell the space no refund will be payable. Therefore it is important to inform us as soon as possible as the longer we have to re-sell the booking the more likely it is that we will be successful in doing so.

IF WE ARE NOT ABLE TO OFFER THE SERVICE DUE TO ANOTHER GOVERNMENT SHUTDOWN OF HOSPITALITY PROVIDERS IN OUR AREA:

Following the loss of income for half of the 2020 season & resultant emergency borrowing it would not be affordable for us to offer cash refunds to every guest if we were to be forced to shut down for a second time.

In order to be able to ensure that we can continue trading when allowed to re-open we will offer free date moves for the original price - the usual date move administration fees will be waived. This impacts our long term cash flow due to the loss of income later on but it will mean that nobody loses their money and all existing bookings will be honoured and guests will still have something to look forward to when restrictions are lifted. It's not ideal but the best compromise that we can offer under the circumstances whilst protecting future bookings & the viability of our small family business.



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PRICES

The price quoted is per tent, hut or treehouse 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.

DOGS

It is with great sadness, and after a great deal of debate that we do not allow guests to bring dogs with them due to the wildlife in the woods and livestock in the surrounding fields.

CHILDREN

Crafty Camping is an Adult only glamping site, minimum age 18.

ARRIVAL/DEPARTURE

Your accommodation will be available to you from 4.00pm on the day of arrival. Please do not arrive earlier as we need all of the time available to clean in-between guests, similarly we need to be sure that all guest have left by 10 am in order to have sufficient time to implement the new post Covid-19 cleaning regime in full for the safety of our guests, staff and community.

SMOKING

Smoking is prohibited in all of the tents or buildings.

FIRE REGULATIONS

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

Please do not cook anything inside the 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 reserve the right to charge for repair or replacement of broken or damaged 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 & respect other guests in the woods. We reserve the right to instruct guests to leave the site without notice or recompense/refund if they are disturbing the peace & enjoyment of others.



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We are unable to control any neighbouring dairy farming noise or very occasional local village/ neighbours parties, country sports activities (hunting & shooting) or woodland wildlife (owls, buzzards, deer, foxes, pheasants, badgers etc) or the early morning dawn chorus!
We are unable to offer recompense in these or similar circumstances.

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 utilities and services promoted on our website at all times but are not liable to pay any refund should any of these fail. If any pipes freeze we shall endeavour to make them operational again asap in daylight hours but can not guarantee success in extreme weather.

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 lights and water taps when not run use.

PARKING 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. There is a motion activated cctv camera recording the carpark which is chronologically deleted as the memory card becomes full.

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. We will not share this information with anyone.

