

## Widget's Farm Glamping Terms & Conditions

Bookings are made and accepted only on the following conditions:

1. Widget's Farm is the Owner of the holiday unit and offers the following Contract of Letting to "the Guest".
2. Widget's Farm accepts no responsibility for personal injury to the Guest and/or his/her invitees (jointly known as "the Holidaymakers"), or loss of or consequential loss or damage to their property, or for other matters over which Widget's Farm has no control.
3. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
4. Bookings cannot be accepted from persons under 18 years of age. Any pets you intend to take with you should be declared at the time of booking and checked and authorised (where requested).
5. A deposit of 1/4th of the cost of the holiday ("Deposit") must accompany the booking request plus fees and any requested extras. The Deposit and Fees are non-refundable unless Widget's Farm is unable to accept the booking and as specified below.
6. When paying a deposit, cancellation insurance should be taken out in accordance with clause 5 of these terms and conditions. If payment is made in full then cancellation insurance is always recommended, however optional – see clause 11.
7. No bookings are valid until confirmed by Widget's Farm.
8. Once a booking is confirmed by Widget's Farm, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid no later than 4 weeks before the booking is due to commence.
9. Widget's Farm reserves the right to re-let any holiday where any monies due are in arrears, whereupon any monies paid by the Guest over and above the non-refundable Booking Fee and Deposit will be refunded. However, if Widget's Farm is unable to re-let the holiday the Guest will remain liable for the outstanding balance of the cost of the holiday.
10. In the event of the accommodation becoming unavailable (such as fire or flooding), Widget's Farm will endeavour to provide the Guest with suitable alternative accommodation or will refund all monies paid or a proportion in the case of curtailment. We cannot, however pay any compensation or expenses as a consequence of such an event.
11. In the event of cancellations not covered by insurance, Widget's Farm will endeavour to re-let the accommodation, and if successful the balance of the cost will not be due as in paragraph 8 above, or if already paid, will be refunded. Any request to cancel must be put in writing to Widget's Farm in the first instance. The Booking Fee and Deposit will be retained.
12. A Guest requiring a booking to be altered once the booking has been confirmed will be charged £20.00 if a revised confirmation is required.

13. Widget's Farm welcomes dogs however Guests wishing to take pets on holiday must abide by the following rules:

Young pets i.e. puppies MUST be declared to Widget's Farm at the time of booking and authorised by the Owner. If a puppy or young pet is taken to a property without the consent of Widget's Farm this could result in you being asked to leave without compensation.

We ask dog Owners to observe the following rules (failure to do so may result in you being asked to leave without compensation).

1. Dogs must be under control at all times while in the property and surrounding field.
  2. Any fouling of lawns and surrounding fields must be cleared up without delay.
  3. The dog Owner must bring the dog's bed or basket for sleeping in.
  4. Dogs MUST NOT be left alone in the property or elsewhere at any time unless happily crated (calm and quiet) and without distress. When crated, they must not be left for more than 4 hours and guests should ensure that the dogs have access to water and are kept cool.
  5. Dogs should be discouraged from lying on beds or furnishings, and hair must be cleared up before departing.
  6. Dog Owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.
  7. Widget's Farm do not charge for dogs however any damage (which must be reported to the Owner immediately) or excessive cleaning that may incur an additional charge, will be at the Owner's discretion.
14. The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in or on the Property in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found. The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy. Widget's Farm and the Owners reserve the right to make a charge where guests have contravened an Owner's request for their property to be smoke free. (In order to comply with the Unfair Terms in Consumer Contracts Regulations 1999 the amount of such a charge should not be more than the cost of the cleaning.)
15. The Holidaymakers right to occupy the Property may be forfeited without compensation if:-
1. More people or pets than declared at the time of booking or before the commencement of the holiday to Widget's Farm and/or the number the Property holds, attempt to take up occupation.
  2. Overnight guests are entertained without the Owner's express permission.
  3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
  4. Smoking within the property.

16. In the event of there being cause for complaint concerning the Property, the matter shall be taken up with Widget's Farm at once. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required. In no circumstances will compensation be considered for complaints raised after the holiday has ended, when the Holidaymakers have denied Widget's Farm the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.
17. The Owner or his representative shall be allowed access to the Property at any reasonable time during any holiday occupancy.
18. We have compiled the information on our website as accurately as possible. However, facilities may be altered for reasons outside Widget's Farm's control. The Holidaymakers accept that minor differences between text/photograph/illustrations on the Website and the actual property may arise.
19. The Booking Conditions will apply to all confirmed bookings.
20. These Booking Conditions supersede all previous editions.