

# Ragmans Lane Farm Bunkhouse (& Mushroom Shed) Hire

## Booking Terms and Conditions

Thank you for choosing to stay at Ragmans Lane Farm. We look forward to welcoming you. By making this booking you are entering into a legal contract with us. These terms and conditions form part of the booking contract.

### **Minimum Age**

The minimum age to enter into this agreement is 18. Bookings cannot be accepted if you are under the age of 18. By entering into this agreement you are confirming that you are over the age of 18 and assume responsibility for your group booking.

### **Charges**

The charge for the accommodation includes the following: central heating, electricity, hot and cold water, and complimentary toilet rolls and cleaning materials. Basic bed linen is provided to include a bed sheet, pillow and pillow case per bed.

### **Payments**

All payments must be paid in Pounds Sterling, by bank transfer on or before the dates detailed in the summary page of the Hire Agreement. If you are booking via AirBnB payment is made via AirBnB.

### **Deposits**

A 25% deposit is required at the time of booking to secure the dates. By making your booking, your deposit is non refundable. AirBnB Payment Terms apply to all AirBnB bookings.

### **Payment in Full**

Payment in full is due 8 weeks before your booking commences. Not applicable to AirBnB bookings.

### **Cancellation**

If you have to cancel your booking and you cancel up to 8 weeks in advance of your booking, you are not liable to pay for the balance of the booking charge. Not applicable to AirBnB bookings.

If you cancel within 8 weeks of your booking you must provide written notice (email or letter) and you are liable for the full balance payment. Not applicable to AirBnB bookings.

AirBnB Cancellation Policy applies to all AirBnB bookings.

Please ensure you have adequate appropriate insurance cover in place to cover your event/booking and any unforeseen cancellations.

### **Non-Availability of Accommodation**

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control.

In addition, in light of the Covid-19 pandemic, we reserve the right to cancel your booking in the interest of health and safety and where the farm business may be compromised.

In event of the farm cancelling your booking, notice will be given in writing as soon as reasonably practical. We would refund all monies paid by you for the booking. Our liability would not extend beyond this point. We shall not be liable for any consequential loss, incidental expenditure, or loss of employment, which you may suffer as a result of cancellation

**Arrival**

Your accommodation will be available to you from 3pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time. A representative of the farm will contact you a few days before your booking with arrivals and check-in information.

Check-in is contactless. Welcome and check-in information, including keys will be left in the kitchen for you. If you have any further questions on arrival please see a member of staff or use the out of hours contact information supplied.

**Parking**

Please ensure vehicles are parked in the designated bunkhouse car park at the rear of the bunkhouse and not other areas of the farm.

**Departure**

Please be ready to leave the accommodation at the time stated in the Summary Hire Agreement. The Bunkhouse should be left in a clean and tidy condition.

**Occupation**

The permitted maximum occupancy is detailed in the Summary Hire Agreement. You will undertake and warrant that you shall require all people who are permitted to occupy the premises comply with all obligations and restrictions which are imposed on you under this agreement.

You undertake to use the accommodation for the purposes outlined in the Summary Hire Agreement only and undertake not to share the accommodation with other parties.

You are responsible for all your guests/course participants and any visitors connected with your booking at all times. For courses and events this includes periods outside of timetabled teaching hours such as breaks, evenings and weekends.

**Damages and Breakages**

Any damage or breach of this agreement by your guests will be attributable to the person named at Section (2) and you agree to indemnify Ragmans Lane Farm against any such breach or damage.

You are responsible for keeping drains, waste pipes, showers, sinks and lavatories free from blockages and shall take care not to dispose of any insoluble or damaging substances such as oil or grease via the drains or waste pipes.

The Bunkhouse will be checked after your stay. Please let us know if anything isn't working or is broken. If necessary a charge will be made for any replacement items or where extra cleaning or repair is required over and above normal wear and tear.

Additional charges will be made where there is significant damage to the land or other farm buildings, vehicles or machinery.

**Noise/Disturbance**

One of the beautiful things about the farm is its quiet rural location. However, because of the farm's location in the landscape, noise travels up the hills to our neighbours and across the valley. There are also residents on site in close proximity to the hired spaces, and other bookings taking place on the farm.

We do enforce our noise protocol and reserve the right to ask people to leave if they are causing a disturbance. It may sound a bit heavy but it is important for everyone living here, visiting here, the wildlife and our neighbours.

- No excessive noise (e.g. amplified music, drumming) after 11pm and before 12 noon.
- Fire Pit Gatherings – loud revelling can cause disturbance to other people on site/around the farm. Please keep this in mind when sitting outside around the fire, the hot tub etc.
- Failure to keep noise levels down will result in guests being asked to leave without recompense.

**Bicycles** - there is no bike riding around the farm yard, driveway, car park or in the fields.

### **Pets/animals**

Please do not bring pets or animals on to the farm, if you do you will be asked to leave.

There are various animals around the farm, please do not feed them or disturb them.

**Children** - If children are present an adult must accompany children at all times and responsible adults must be aware of specific hazards (e.g. farm implements, machinery and vehicles, fires, ponds, electric fences, animals, cleaning materials in the bunkhouse etc). For safety reasons it is particularly important that children do not venture in to areas designated as 'out-of-bounds'. Details will be provided in your arrivals email and the Bunkhouse Guest Welcome Information File, available in the Bunkhouse.

### **Fires & Barbeques**

Fire and barbeques are not permitted on any part of the farm other than the designated fire-pit in the bunkhouse garden.

Firewood for the fire pit is available to purchase from the farm during your stay or you are welcome to bring your own. Further details can be found in the Guest Welcome Information File.

### **Fireworks & Flying Lanterns**

Fireworks and flying (Chinese/sky) lanterns are not permitted on the farm.

### **Fire Health and Safety**

You are responsible for implementing fire, and health and safety procedures and ensuring your guests/event participants/students and visitors are informed of all safety procedures and the restrictions contained in these Terms and Conditions. Fire Safety information is provided on your arrival, it is your responsibility to make sure you have read it and followed the necessary procedures.

### **Hot Tub**

The Bunkhouse hot tub is to be used in conjunction with the instructions provided. *Please note the hot tub is not always available.*

### **Working Farm and Health & Safety**

Ragmans Lane Farm is a working farm please be aware there are potential hazards around the farm such as the pond, electric fences on some of the borders, vehicles and farm machinery. Please see below for how to have a safe and happy time during your stay here. If you are staying on the farm over a weekend every effort will be made to reduce any disruption caused by farm business.

The following points help keep the farm working safely for all:

- Please be mindful of farm vehicles moving around particularly if you are using the farm yard.
- There are specific areas of the farm that are out of bounds for safety and privacy reasons. Details of these areas, that include farm buildings and private residential areas, are identified on a map in the Guest Welcome Information folder in the Bunkhouse. Please ensure you and your guests are aware of these areas.
- Do not go near any of the farm machinery.
- As above please do not feed or disturb any farm animals. If you have concerns about farm animals please let the farm know.
- All animals naturally carry micro-organisms, some of which if transmitted to humans can cause ill health which in some cases may be severe or life threatening. Please be mindful of this when on the farm and make sure to wash your hands well with warm water and soap after any contact with animals or their living area, and before eating, drinking or smoking. Please do not wear outside shoes in the venue.

- Do not enter any of the farm buildings unless requested to, or given permission to do so, by a member of staff.
- Please leave gates as you find them – open or closed.
- Please do not connect external electrical items (e.g. vans, lights, electric vehicles) to power supplies around the farm buildings. If you think you may require this please identify this requirement prior to your arrival and we will see if it is possible. If provided, there will be an additional charge for this facility.

**Catering**

If you are providing catering during your booking you are responsible for ensuring that your caterers comply with the EU Food Information regulations (FIR) 1169/2011 labelling directive 2014.

**Access**

You agree to allow the farm staff or their representatives to access the property for purposes of repair, inspection or emergency.

**Emergencies**

If you require Emergency Services please call 999 or 112 (from a mobile). Please let the farm know if you have called Emergency Services.

**Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

**Privacy Policy**

Any data collected during the course of this booking will be stored on our computers and filing system. With your permission we may from time to time contact you about promotions, offers and updates. We will not share your details with any third parties.

Ragmans Lane Farm is managed by the Ecological Land Cooperative. The ELC is a community benefit society and membership organisation open to all. We create practical solutions for a living, working countryside where land is valued in a way that enhances both the local community and the natural world.

[www.ecologicalland.coop](http://www.ecologicalland.coop)