

# Ragmans Farm

Lower Lydbrook  
Gloucestershire

GL17 9PA

01594 860 244

[info@ragmans.co.uk](mailto:info@ragmans.co.uk)

[www.ragmans.co.uk](http://www.ragmans.co.uk)

## **The Cider Orchard Yurt** **Booking Terms and Conditions**

Thank you for choosing to stay at the yurt on Ragmans Lane Farm. We look forward to welcoming you. By making this booking you are entering into an agreement with us. Please read our terms and conditions of booking.

### **Prices**

The price of the accommodation includes the following: one basket of wood for your burner, 4 pillows and cases, 1 blanket, a duvet and cover, toilet rolls and cleaning materials. A 25% deposit is required at the time of booking with the balance payable 10 weeks before the date of your holiday. All payments must be paid in Pounds Sterling, either by card payment over the telephone or direct bank transfer.

### **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.

### **Pets/animals**

No pets or animals are allowed on the farm.

### **Acceptance of Children**

The yurt is suitable for couples, sorry it is not suitable for children.

### **Cancellation**

By making your booking, our agreement is a legal contract. Cancellation by you at any time will result in your deposit being forfeited, as all deposits are non-refundable.

If you cannot take your holiday, and you cancel up to 10 weeks before the date of your holiday, you are not liable to pay for the booking in full. All monies paid for a holiday (deposit and balance) are non-refundable within 10 weeks before check in date.

Alterations to your booking can only be made more than 10 weeks prior to the check in date. All alterations are subject to availability and may incur a £30 administration fee. Differences in the total amount payable resulting from alterations will be refunded to you in the case of a decrease in price and paid by you in the case of increases in price.

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

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would refund all monies paid by you for the holiday. Our liability would not extend beyond this point.

### **Damages and Breakages**

You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. We do not normally charge for minor breakages. If the damage is significant an invoice for repair or making good will be forwarded to you.

### **Fires and Barbeques**

Fire and barbeques are permitted in the designated fire-pit next to the yurt only.

### **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.

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 12 midnight and before 12 noon.
- Fire Pit noise - please keep this in mind when sitting outside around the fire.
- Failure to keep noise levels down will result in being asked to leave without recompense.

### **Arrival**

Your accommodation will be available to you from 3pm on the day of arrival. Check in is from 3-5pm, 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 yurt.

Please ensure vehicles are parked in the designated car park and not other areas of the farm. There is a designated 'Yurt Parking' space in the farm yard car park.

### **Departure**

Please be ready to leave the accommodation at the agreed time of 11am. The yurt should be left in a clean and tidy condition.

### **Working Farm**

As this is a working farm please be aware there will be farm activity during your stay, and there are potential hazards around the farm such as the pond, farm machinery and electric fences on some of the borders. However, we are very happy to show you how to have a safe and happy time during your stay here.

Depending on the time of your booking, there will be different work going on around the farm. If you are staying on the farm over a weekend every effort will be made to reduce any disruption caused by farm business.

### **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. Please let us know if you do not wish to be contacted by us.