

# **Ragmans Lane Farm** **The Cider Orchard Yurt** **Booking Terms and Conditions**

Thank you for choosing to stay at The Cider Orchard Yurt at 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.

## **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 booking.

## **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 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.

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

## **Pets/animals**

Please do not bring pets or animals to the farm, as they are not allowed in any booking.

## **Acceptance of Children**

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

### **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 or additional cleaning is required following your stay an invoice for repair or making good will be forwarded to you.

### **Fires and Barbeques**

We do not supply BBQs but you are welcome to bring your own. Fire and BBQs are permitted in the designated fire-pit next to the yurt only. In the event of extreme weather, outside fires may not be permitted.

### **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 noise - please keep this in mind when sitting outside around the fire.

### **Arrival**

Check in is from 3pm onwards unless otherwise agreed in advance. We may not be able to accommodate you if you arrive earlier than the agreed time, as we will be busy preparing the yurt for your stay.

A representative of the farm will email you a few days before your booking with arrivals and check in information.

Check-in is contactless, the yurt will be open for you and a key will be left inside the yurt for your use. If necessary a key can be left in a key safe and you will be notified by email of how to access it.

### **Parking**

Please ensure your vehicle is 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 10am. The yurt should be left in a clean and tidy condition.

### **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 yurt Guest Welcome Information folder in the yurt. Please ensure you are aware of these areas.
- Do not go near any of the farm machinery.
- 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.

### **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. For the purpose of bookings we will hold the original records for up to 8 years. 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 wish to be added to our mailing list.

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)