

Ragmans Lane Farm  
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## **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: wood for your burner and fire, 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 4 weeks before the date of your holiday. All payments must be paid in Pounds Sterling, either by cheque or 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 and your deposit is non refundable. If you cannot take your holiday, and you cancel up to 12 weeks before the date of your holiday, you are not liable to pay for the booking in full. If you cannot take your holiday and notify us within 12 weeks of the date of your holiday and we cannot re-let, you are liable for 75% of the remaining balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it.

### **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**

A security bond of £150 is payable with your final balance payment. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents and this will be deducted from your security bond. We do not normally charge for minor breakages. If the damage is significant, and more than the security bond, an invoice for repair or making good will be forwarded to you. The security bond will be refunded to you within 10 days of the end of your holiday.

**Fires and Barbeques**

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

**Noise/Disturbance**

The yurt is situated on a working farm with a neighbouring farmhouse. Should the neighbours be disturbed, due to excessive noise or conduct that is detrimental to the comfort of others, we reserve the right to ask you to vacate the property the following morning without recompense.

**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 as we will be busy preparing the yurt. A representative of the farm will contact you a few days before your holiday to ascertain your expected time of arrival and will be at the yurt to greet you.

Please ensure vehicles are parked in the designated car park and not other areas of the farm. You will be shown where to park on arrival.

**Departure**

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

**Working Farm**

As this is a working farm please be aware 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 things 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.