



## The Shepherds Retreat - Booking Policy

Whilst every effort will be made to avoid them, booking errors made by The Shepherds Retreat will not in any circumstances be compensated for unless there is less than 6 weeks until the date of your stay. If there is less than 6 weeks until your stay The Shepherds Retreat's liability will be limited to the return in full of any monies paid.

### **Insurance:**

We strongly recommend that you take out travel and cancellation insurance.

### **Damage:**

It is the guests responsibility to lock up the shepherds hut when they are away from the site. The Shepherds Retreat cannot be held responsible for any of the guests personal belongings brought to the site. The guest is responsible for leaving the hut in good order. Please alert The Shepherds Retreat about any damage or breakages as soon as possible. The Shepherds Retreat reserves the right to charge guests for any damage caused to the hut or to the site in general. We also reserve the right to charge guests for the cost of additional time spent cleaning where the hut is not left in a reasonable state or if, in our opinion, you have behaved in an unreasonable manner.

### **No Smoking Policy:**

In consideration to all of our guests the hut is a no smoking property. Smoking is completely prohibited inside the huts and failure to comply will result in a charge of £250 for a deep clean of soft furnishings. Any guests smoking outside of the hut or at the fire pit are asked to dispose of their butts in a bin and must not litter the surrounding area.

### **Pets:**

Regrettably we do not allow pets on site due to the site being located on a working farm with livestock in the surrounding fields.

### **Complaints:**

Any complaints must be made known to The Shepherds Retreat immediately so that remedial action can be taken if required. In no circumstances will compensation be made for complaints raised after the holiday period has ended, or when the guest has denied The Shepherds Retreat the opportunity to investigate the complaint and endeavour to put matters right during the holiday period.

### **Arrival and Departure:**

Bookings are from 3pm on day of arrival. Please arrive at the hut between 3pm and 5pm. If arrival is going to be outside this time, please make us aware at least one day prior to your arrival. On departure we expect the hut to be vacated by 10.00am. A late departure may be agreed at the discretion of the owner

if discussed in advance. Guests are asked to leave the hut clean and tidy and in the same condition as they found the hut on arrival.

**Liabilities:**

Ultimately the hut is located on a working farm with live animals and many other hazards. Children must not be allowed un-supervised anywhere on the farm, and must be supervised at ALL times around the wood burning stove and fire pit. The bed must also be used in a sensible way. The Shepherds Retreat will not be responsible to the guest at all, whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise for any injury, death, damage or direct, indirect or consequential loss (all three of which terms include without limitation pure monetary loss, loss of profits, loss of business or revenue, depletion of goodwill, lost expectation, loss of savings, lost data and similar loss) however caused arising from or in connection with the use of the facilities at The Shepherds Retreat including any computer virus.

We advise that any guests with limited mobility contact us prior to booking.

**Declaration:**

I have read the terms and conditions of this booking and agree on behalf of all members of my party to abide by those conditions during my stay at The Shepherds Retreat.

I understand that the invoice must be paid on initial booking of the hut and failure to do so may result in cancellation of my booking.

I am over eighteen years of age.