

**TERMS & CONDITIONS**  
**ALPACA LODGE GLAMPING**

*Terms & Conditions*

These terms and conditions apply to bookings made through our website or using a third party online booking agent. We ask you to kindly take a moment to read them prior to booking. Your agreement to abide by them is assumed upon booking accommodation at Alpaca Lodge Glamping and forms a legally binding contract. Reservations are personal and can in no case be transferred to a third party, whether free, at a cost, or for commercial purposes.

*Damage and breakages*

You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for small breakages, but we reserve the right to charge for repair or making good if the damage is significant. Please let us know immediately if there are glass breakages in the gardens as these can cause serious injury to our animals and we need to clear the area of broken glass very carefully.

*Liability*

Although we take care in how we present our accommodation online, we do not make any particular representation as to the suitability of our accommodation to your specific requirements. Should you have any specific concerns relating to hygiene, health and safety practices or the quality of our services, or should you like to check the specific conditions of stay, please contact us directly before the cancellation deadline, and we will do our best to address these.

Our total liability to you is limited to the price of the Booking and in no circumstances will we be responsible for any indirect or special damages.

Information and images on this website are updated regularly; however, information and images are subject to change without notice.

*Non availability*

We would only ever cancel your booking if your accommodation was unavailable for reasons beyond our control. We would refund ALL monies paid by you. Our liability would not extend beyond this refund.

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#### *Termination Policy*

Guests are requested to conduct themselves appropriately at all times. We reserve the right to refuse accommodation or services or remove you and members of your party from the property if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred. In particular we en

#### *Booking Payment and Cancellation*

Full payment is forfeited should a cancellation be made with less than 28 days' notice. If a cancellation is made more than 28 days prior to arrival date, 25% of the fee will be forfeited. Alternatively we will arrange a mutually agreeable transfer of date at no additional fee, subject to notice being given at least 7 days before check-in date.

#### *Accommodation and occupancy*

The number of people allowed to occupy accommodation is limited to the number of beds available. A lead name for the booking is required, who will be financially responsible for the booking as well as for any damage, breakages or excessive cleaning requirements following the stay.

#### *Arrivals and departures*

Accommodation is available from 3:00pm on the day of arrival to 11:00am on the day of departure. We can be flexible on these times subject to availability.

#### *Keys*

Keys will be allocated on arrival. It will be the responsibility of all guests to ensure keys are returned on departure. Lost or missing keys will be charged at £50.00 to cover replacement of locks.

#### *Loss or damage*

Alpaca Lodge Glamping cannot be held responsible during your stay for loss or damage to contents, furniture, fittings or personal belongings at the hired property.

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#### *Services*

Alpaca Lodge Glamping cannot be held responsible for any failure or interruption of services to the accommodation, including internet, electricity and water or any damage, disruption or noise caused as a result of repair works being carried out in another part of the property or surrounding area.

#### *Pets*

Pets are not permitted due to the variety of animals which roam throughout the grounds.

#### *Smoking*

We operate a strict NO SMOKING POLICY. Smoking is not permitted inside the accommodation or within the barns. Smoking is permitted outside the accommodation using ashtrays provided which should be emptied regularly to avoid animals accessing discarded waste.

#### *Car Parking*

We do not accept any responsibility for loss or damage that may occur to cars parked on the driveway, however we do have security gates which are closed overnight,

#### *Swimming Pool*

The pool is available to guests from 1<sup>st</sup> May to 30<sup>th</sup> September. Non-swimmers should wear buoyancy aids and be accompanied by a competent swimmer at all times. Only two non-swimmers per competent adult swimmer at any time. Do not swim if you have had an upset stomach during the past two weeks. For your safety, running, bombing, back diving, or use of face masks or snorkels is not permitted. Diving only permitted at the deep end by competent swimmers. Do not swim under the influence of alcohol. No glassware is permitted in the pool area.

#### *CCTV*

CCTV covers the grounds and buildings, for security. These are located to ensure all external areas are covered. No internal CCTV is installed. Guests consent to being filmed whilst outside, as part of this operation. The footage is deleted on a rolling basis. Footage will only be viewed and used, if required, by emergency services or management in the event of any breach of terms and conditions or matters of law.