



Terms and Conditions of Booking

Definitions:

'THE COMPANY' is

- 1. & 2. – Hen Camp
- 3. – Hen Camp.
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'THE HIRER' is the person hiring the equipment from the Company and whose name appears on the booking form. The Hirer must be at least 18 years of age.

'THE PERIOD OF HIRE' means the time commencing with the arrival of the equipment onsite, and terminating when the equipment is removed by the Company.

'A BOOKING' is the contract entered into by the hirer and the Company.

'THE EQUIPMENT' is the bell tent/s furnishing provided by the Company for the use of the Hirer.

'HIRE CHARGES' is the total amount due under the invoice including delivery, assembly, installation, dissassembly and collection of the equipment. General These terms and conditions apply to all contracts entered into between the Company and the Hirer unless expressly stated otherwise by the Company and upon payment of the deposit the Hirer is deemed to have accepted them. Any offer of equipment is subject to stock being available on receipt of a deposit at time of booking

CONDITIONS

1. WEDDING HIRE

1 (a.1) **MANAGE YOUR OWN BOOKING:**

A non refundable deposit is required to confirm your booking. Your booking is only confirmed once this payment is received. The amount of tents reserved is only held until 10 weeks before the wedding, at this stage you must inform us of how many tents are required. From this point Hen Camp has no obligation to hold tents if you have not confirmed final numbers. The full balance payment including delivery charges is payable 10 weeks before the event. Any further requirements from this date are subject to availability. Non payment of final balance by this date will result in the booking being cancelled and deposit forfeited.

1 (a.2) **DELIVERY CHARGES:**

Hen Camp reserve the right to increase quoted delivery charges if the total booking exceeds original expectations. You – the lead booker are

responsible for all delivery charges. Bookings received less than 10 weeks in advance of arrival will require payment to be sent in full.

1 (a.3) CANCELLATION BY YOU/YOUR GUESTS

Cancellation of more than 10 weeks prior to your wedding will result in your full deposit being forfeited. Cancellation of less than 10 weeks prior to your arrival will result in 100% of the hire charge being forfeited. You may wish to obtain travel insurance to cover this. If final payment is not received 10 weeks prior to the wedding, your booking will be cancelled and your deposit forfeited.

The Non refundable deposit is non refundable and non transferable.

If you venue cancels your wedding, this is your own liability and will be treated the same as you cancelling your booking.

1 (a.4) SECURITY DEPOSIT;

A £300 Security Deposit is required to be paid the week before your wedding. The security deposit covers damage, breakages or extra cleaning that may be required. This will be returned within seven days of departure, minus deductions if applicable, which will be fully itemised

1 (b.1) GUEST BOOKING SERVICE:

A non refundable deposit is required to confirm your booking. Your booking is only confirmed once this payment is received. This deposit amount is transferrable to your own bell tent booking and / or delivery charges the week before your wedding, subject to all payments being received in full for tent minimums. The amount of tents reserved is only held until 10 weeks before the wedding. Any further requirements from your guests after this date are subject to availability. Your guests bookings are only confirmed once payment is received in full. If full payment for the minimum number of tents is not received 10 weeks prior to your wedding date the booking can be cancelled and all paid monies forfeited.

1 (b.2) DELIVERY CHARGES:

You – the lead booker are responsible for all delivery charges. Hen Camp reserve the right to increase quoted delivery charges if the total booking exceeds original expectations.

1 (b.3) CANCELLATION BY YOU/YOUR GUESTS:

If the wedding in it's entirety is cancelled more than 10 weeks before the date all guests will be refunded minus a £30 admin fee. The original deposit paid by the lead booker will be forfeited. For individual guest cancellations more than 10 weeks ahead of the wedding there will be a £30 admin fee to refund the booking. For all cancellations after the 10 weeks deadline the full amount paid by individually paid guests and all sums paid by the lead

booker will be forfeited. If full payment for the minimum number of tents is not received 10 weeks prior to your wedding date the booking can be cancelled and all paid monies forfeited. Non-refundable deposits are non refundable and non transferable.

If you venue cancels your wedding, this is your own liability and will be treated the same as you cancelling your booking.

1 (b.4) SECURITY DEPOSIT:

No security deposits are taken from individual guests, this is your responsibility. The security deposit must be paid by yourself the week before your wedding. The security deposit covers damage, breakages or extra cleaning that may be required. This will be returned within seven days of departure, minus deductions if applicable, which will be fully itemised.

1 (c) The Hire charges are based on the assumption that the site is a flat level firm ground with easy access for motor transport, and that no drains, cables or other services are buried beneath the surface or otherwise concealed. The Hire charges do not include any making good or repairing of damage to the site.

1 (d) The Hirer is required to provide the Company with either a plan showing the position in which the tents or equipment are to be erected or should have a representative on the site for that purpose. In the absence of a plan showing the position in which the tents or equipment are to be erected the Company will erect the tents or equipment where they deem appropriate and shall be deemed to have completed the contract. In regards to festivals it is the promoter that will be responsible for site mapping, as with points (d, e, f, g, h)

1 (e) The Hirer should never presume that any other equipment is included in the Hire other than what is stated in the Company's booking forms and related website, specific to their booking.

1 (f) The Hirer is required to select a site that is not susceptible to bogginess or has poor drainage. Any flooding caused is the responsibility of the Hirer.

1 (g) The Hirer must ensure that any obstructions to the site are removed before The Company arrives. This includes plants, shrubs, trees, vehicles and other materials. The Company reserves the right to apply a discretionary surcharge if obstructions prevent work from commencing.

1 (h) The Hirer must consider and is responsible for making suitable arrangements for access by people with disabilities and emergency services.

1(i) If on arrival to site the carry from point of parking to point of erection is found to be greater than 20 metres a surcharge may be applied.

1(j) Appropriate provision of parking must be supplied and all parking costs (if any), must be paid for by the Hirer in advance of The Company arriving on site.

1(k) The Company will use its best endeavours to supply the hirer with the equipment ordered but where this is not possible the company will notify the Hirer as soon as possible with any alterations to the design and specifications of the equipment and where alteration is fundamental the Hirer may terminate this contract and any deposit paid will be refunded. In the unfortunate event that we have to cancel your booking due to Force Majeure, including high winds that make it impossible to set the tents up or heavy rain making the ground too wet to make the tents safe we will offer you a different date with the same package, amount of guests, tents and distance. We have no control over the weather and we will always assess the situation for the safety of our customers and will always do our best to help find an alternative site, however we are not obliged to offer you a refund in part or full for your stay. We respect venue owners decisions on site safety, and if they choose to close the site with respect to this, due to weather, or any other reason, we will only offer the hirer an alternative date for the booking. We have no obligation to offer full or partial refund.

Please ensure you have travel insurance to cover this eventuality.

1(l). In the event that the Company fails to fulfil any terms of the hire contract the Company's liability is limited to refund or cancellation of any hire charge and in no circumstances will the Company be liable for any indirect, special or consequential loss or damage (whether loss of profit or otherwise), costs, expenses or other claim whatsoever which arises out of or in connection with the hire of the equipment. The Company's entire liability under and in connection with the hire contract shall not exceed the amount of the hire charge. The Company shall not be liable for damage or loss of any of the equipment. Your statutory rights are not affected.

Payments must be made in accordance with the terms stated in the Company's quotation.

1(m). a) The Hirer shall during the period of Hire be responsible for the maintenance and safe custody of the Company's equipment from completion of erection until dismantling. (b) The Hirer must be satisfied with the equipment before use and should notify the Company of any miscounts, incorrect deliveries or unacceptable equipment before use. (c) The Hirer shall leave the Equipment in a clean and tidy state, a reasonable

surcharge will be applied for cleaning if it is not and will be deducted from the damage deposit and / or charged directly to the Hirer.

1 (n). The insurance provided by the Company covers the equipment against: Theft, Vandalism, Fire and explosion, Storm and tempest. The risk for any exclusions under the Company's insurance passes to the Hirer on delivery of the Equipment.

1 (o). Exclusions include but are not limited to: (a) Furniture (b) Insurance excess – The insurance cover excludes the first £250 of any claim and this is payable by the Hirer. (c) Cover only applies to equipment that is delivered by the Company and does not include any equipment provided by a sub- contractor, unless invoiced by the company. (d) Disappearance, Unexplained or inventory shortage (e) Consequential Loss (f) Acts of fraud or dishonesty by any party to whom the property insured has been entrusted or hired. (g) Any breach of the Company terms and conditions as herein stated will negate the insurance policy (h) The Hirer is to keep the Equipment on site at all times and not attempt to move the equipment to any other location without the Company's prior written consent; to keep the Company fully informed of all material matters relating to the Equipment; not to use the equipment for any unlawful purpose. (i) Failure to report the loss or damage arising from fire, theft or vandalism to the police immediately upon discovery and to the Company within 24 hours.

1 (p).

(a) The Hirer should not enter the equipment whilst the Company is erecting it.

(b) The Hirer should keep any part of the equipment that is a framed structure or a tent completely closed and secure while not in use during the period of Hire.

(c) The Hirer should not tamper with the structure or any part of the equipment and in particular not affix or suspend from the equipment any item whatsoever without written consent of the Company.

(d) The Hirer should not use any lighting, heating, cooking or other gas or electrical appliances of any kind, other than what is provided for and appropriate to use, inside the Company's tents without the previous consent in writing of the Company. No cooking or use of gas appliances of any kind should be used inside the Company's tents.

(e) The Hirer is responsible for any damage and loss caused to the equipment regardless of culpability, and therefore should the security deposit be insufficient to cover costs incurred by the Company, the Hirer will be liable for all costs associated with this damage.

(f) Any naked flames used on site in proximity to the tent are entirely at the Hirers own risk.

(g) No animals are allowed inside the Company's tents, without the previous consent in writing of the Company.

(h) No smoking is allowed inside the Company's tents.

(i) The Hirer agrees that the Company, its Agents, Officers or Employees, accept no liability for any personal injury or damage to any persons or property suffered during the period of your usage. Your statutory rights are not affected.

(j) Barbecue equipment or open fires outside are to be placed a minimum of eight feet from the marquee or tent and not left unattended whilst in use.

(k) In certain circumstances, such as the use of private land, The Hirer is responsible for giving notice to or obtaining permits from any authorities who are or may be concerned and must take application where necessary to the Planning Authority, District Surveyor, Police, Fire Brigade and any similar authority or organisation. Any costs incurred in delays or modifications in the work arising from the absence or misrepresentation of all such necessary permissions and permits shall be payable to the Company by the Hirer. Where appropriate obtain a license from the Local Authority.

Any requirements under the license must be notified to us in writing, at least 28 days prior to erection. Should the Company for any reason be unable to comply with these requirements, then the Contract will become void and the customer advised accordingly.

(l) The hirer will be responsible for any additional costs incurred to the company as a result of any booked equipment not being able to be erected/laid due to incorrect measurements, varying height levels or undisclosed site complications of which the company were not informed in writing. (m) The hirer will be responsible for any costs incurred by the company due to changes being requested once the erecting of tents has begun. (n) The Hirer is responsible for letting the company know where underground services are.

1 (Q). OWNERSHIP

All equipment remains at all times the property of the Company. The Hirer may not sub-hire or part with possession of the equipment or any part of it and may not allow any lien or encumbrance to be created over the equipment.

1 (r). LIABILITY TO THIRD PARTIES

The Company will not be responsible for and the Hirer will indemnify the Company against all claims for the injury to persons or loss or damage to property howsoever caused unless it be proved that such injury or damage was caused by negligence of the Company.

1 (s). ERECTION AND DISMANTLING

The Company normally provides labour for the erection and dismantling and the cost thereof is included in the Hire charges. Only in exceptional circumstances and by special arrangement will the Company allow the Hirer to erect and/or dismantle the Company's property. In these exceptional circumstances The Hirer agrees that the Company, its Agents, Officers or Employees, accept no liability for any personal injury or damage to any persons or property suffered from erecting and / or dismantling the Company's property.

1 (t). ATTENDANCE

The Hire charges do not include attendance by the Company's workforce, employed or sub-contracted, except during the actual processes of erecting and dismantling the tent age.

1 (U). FORCE MAJEURE

The Company will not be liable for any: Act of God including but not limited to tempest, fire, flood, storm or natural disaster; War, civil war, sabotage or act of terrorism; Government sanction, embargo, pandemic, epidemic, import or export regulation or order; Labour disputes, including strikes, lockouts, boycotts or other industrial action; Failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication services. While every effort will be made by the Company to carry out any booking accepted, however, the full performance of it is subject to variation or cancellation by the Company consequent upon Act of God, War, Strikes, Riots, Lockouts or any other disturbances. Fire, Flood, Storm, Gale or Tempest restrictions on the use of Transport, Fuel or Power. Requisitioning Storage of material or transport or labour or any other cause beyond the control of the Company. Choice of Law This contract will be governed by the laws of England and Wales and the exclusive jurisdiction of the Courts of England and Wales.

Any Events cancelled due to Force Majeure will not be refundable

1 (v). OTHER

The Company reserves the right to amend their website and terms and conditions at any time, without prior notice, the Hirers obligations not being limited to the above. The contract will be terminated in the event of non-payment, or if there is a breach of the terms and conditions. If any clause is deemed invalid it will not affect the rest of the terms and conditions.

2. Festival Bookings:

2 (a) PAYMENT

Payment for festival tents is required in full upon booking. No booking is confirmed until payment is received.

2 (b) CANCELLATION

You or we may cancel bookings, subject to the following:

a. Cancellation by You. You may cancel your booking at any point after paying the hire fee (and security deposit) and the following illustrates the refund or partial refund you may be entitled to:

Cancellation >200 days prior to first day of event = 80% refund

Cancellation 199-150 days prior to first day of event = 70% refund

Cancellation 149-100 days prior to first day of event = 50% refund

Cancellation 99-50 days prior to first day of event = 40% refund

Cancellation <49 days prior to first day of event = 0% refund

In all cases we will refund any security deposit already paid.

We will make the refund using the same means of payment as was used for the booking

2 (c) FORCE MAJEURE

The Company will not be liable for any: Act of God including but not limited to tempest, fire, flood, storm or natural disaster; War, civil war, sabotage or act of terrorism; Government sanction, pandemic, epidemic, embargo, import or export regulation or order; Labour disputes, including strikes, lockouts, boycotts or other industrial action; Failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication services. Please ensure you have travel insurance to cover this eventuality.

2 (d) CANCELLATION BY ORGANISER/GOVERNMENT

No refund will be given in the event of cancellation or closure of an event by the event organisers or Government Sanction. Please ensure you have travel insurance to cover this eventuality.

If an event is cancelled for reasons out of our control no refund will be given. We advise you to get travel / holiday insurance to cover this possibility.

2 (e) OUR STAFF

You agree to treat our staff, other users of our Services and Equipment and other individuals at an Event with respect at all times. Should you fail to do

so or display any abusive, disrespectful or anti-social behaviour of any kind we reserve the right to refuse to provide any Services or Equipment to you and any refund will be at our absolute discretion.

2 (f) USE

You shall not allow anyone other than yourself and those on whose behalf you make the booking to use the Equipment or Services unless we expressly allow you to.

2 (g) BOOKING & PRICING

All bookings of our Services must be made online (via the internet). Details of the prices of all our Services and Equipment are available on our website. We may vary these prices from time to time and you are advised to check our current prices before making any booking. The price you will pay for the Services we supply to you will be the price displayed on our website at the time you make the booking (unless there is an error on the website).

2 (h) THE EVENT

The Events for which you book our Services and Equipment are not owned or operated by us and we have no responsibility towards you for any part of the Event other than the Services and Equipment. Each Event may be subject to its own particular rules and regulations and we encourage you to look at the website of the Event in question for all information regarding the Event other than in relation to our Services and Equipment. Where an Event's rules and regulations impact on the Services and Equipment we provide to you (e.g. noise levels; curfews) we will try and inform you in advance.

We will not be held responsible for the actions of any individuals attending an Event nor if those actions affect your enjoyment of the Event or Services. This applies whether or not those individuals are using our Services or Equipment.

For the avoidance of doubt, your booking does not include a ticket for an Event itself and will not gain you admission to the Event.

Tickets for all Events should be purchased independently of your booking with us.

(i) The Hirer should never presume that any other equipment is included in the Hire other than what is stated in the Company's booking forms and related website, specific to their booking.

. (j) THE HIRERS RESPONSIBILITY

(a) The Hirer should not enter the equipment whilst the Company is erecting it.

(b) The Hirer should keep any part of the equipment that is a framed structure or a tent completely closed and secure while not in use during the period of Hire.

(c) The Hirer should not tamper with the structure or any part of the equipment and in particular not affix or suspend from the equipment any item whatsoever without written consent of the Company.

(d) The Hirer should not use any lighting, heating, cooking or other gas or electrical appliances of any kind, other than what is provided for and appropriate to use, inside the Company's tents without the previous consent in writing of the Company. No cooking or use of gas appliances of any kind should be used inside the Company's tents.

(e) The Hirer is responsible for any damage and loss caused to the equipment regardless of culpability, and therefore should the security deposit be insufficient to cover costs incurred by the Company, the Hirer will be liable for all costs associated with this damage.

(f) Any naked flames used on site in proximity to the tent are entirely at the Hirers own risk.

(g) No animals are allowed inside the Company's tents, without the previous consent in writing of the Company.

(h) No smoking is allowed inside the Company's tents.

(i) The Hirer agrees that the Company, its Agents, Officers or Employees, accept no liability for any personal injury or damage to any persons or property suffered during the period of your usage. Your statutory rights are not affected.

(j) Barbecue equipment or open fires outside are to be placed a minimum of eight feet from the marquee or tent and not left unattended whilst in use.

(k) In certain circumstances, such as the use of private land, The Hirer is responsible for giving notice to or obtaining permits from any authorities who are or may be concerned and must take application where necessary to the Planning Authority, District Surveyor, Police, Fire Brigade and any similar authority or organisation. Any costs incurred in delays or modifications in the work arising from the absence or misrepresentation of all such necessary permissions and permits shall be payable to the Company by the Hirer. Where appropriate obtain a license from the Local Authority.

Any requirements under the license must be notified to us in writing, at least 28 days prior to erection.

Should the Company for any reason be unable to comply with these requirements, then the Contract will become void and the customer advised accordingly.

(l) The hirer will be responsible for any additional costs incurred to the company as a result of any booked equipment not being able to be erected/laid due to incorrect measurements, varying height levels or undisclosed site complications of which the company were not informed in writing.

(m) The hirer will be responsible for any costs incurred by the company due to changes being requested once the erecting of tents has begun.

(n)The Hirer is responsible for letting the company know where underground services are.

(k). **OWNERSHIP**

All equipment remains at all times the property of the Company. The Hirer may not sub-hire or part with possession of the equipment or any part of it and may not allow any lien or encumbrance to be created over the equipment.

(l). **LIABILITY TO THIRD PARTIES**

The Company will not be responsible for and the Hirer will indemnify the Company against all claims for the injury to persons or loss or damage to property howsoever caused unless it be proved that such injury or damage was caused by negligence of the Company.

(m). **ERECTION AND DISMANTLING**

The Company normally provides labour for the erection and dismantling and the cost thereof is included in the Hire charges. Only in exceptional circumstances and by special arrangement will the Company allow the Hirer to erect and/or dismantle the Company's property. In these exceptional circumstances The Hirer agrees that the Company, its Agents, Officers or Employees, accept no liability for any personal injury or damage to any persons or property suffered from erecting and / or dismantling the Company's property.

(n). **ATTENDANCE**

The Hire charges do not include attendance by the Company's workforce, employed or sub-contracted, except during the actual processes of erecting and dismantling the tent age.

(o). **OTHER**

The Company reserves the right to amend their website and terms and conditions at any time, without prior notice, the Hirers obligations not being limited to the above. The contract will be terminated in the event of non-

payment, or if there is a breach of the terms and conditions. If any clause is deemed invalid it will not affect the rest of the terms and conditions.

3. Hen Camp

By confirming a reservation at Field Head Farm you are accepting that you have read and fully accept the terms and conditions detailed in this document.

3 (a). Bookings

A booking is only confirmed upon receipt of the non-refundable deposit. No booking contract is entered into until a deposit has been received.

Where a deposit has been paid, your full balance payment will be due 10 weeks in advance of your check in date. It is your responsibility to ensure that your balance is paid for. If the remaining balance is not settled by the stated due date, after 3 days the booking software system will cancel the unpaid reservation and you will forfeit your non-refundable deposit and your booking will be cancelled.

When bookings are made within 10 weeks of the arrival date, the full amount is to be paid at the time of booking.

Payments can be made by bank transfer

It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.

4.(b) Cancellation

4.(b.1) CANCELLATION BY YOU

We understand that circumstances change and emergencies occur. If you have to cancel your stay, please inform us immediately. We will do our best to re-let the accommodation. If we can re-let your dates we will refund your balance payment (deposit remains non-refundable) with the amount we can let the accommodation for, therefore if we have had to discount the break in order to fill the vacancy, the amount returned will be your balance less any discounts or costs associated. If it is not possible to re-let the accommodation, all monies which have been paid will be forfeited. It is your responsibility to have arranged full travel insurance to ensure you are covered in the event of a cancellation.

Deposits paid are non refundable and non transferable.

Non-payment of the balance by the due date will be construed as cancellation by you and our booking software will automatically cancel unpaid bookings after the balance remains unpaid for 3 days.

We strongly recommend guests take out cancellation insurance to cover their stay.

4.(b.2) CANCELLATION BY US

Hen Camp reserve the right to cancel or make changes to a booking at short notice for unforeseeable circumstances or we are unable to provide safe accommodation due to extreme conditions including weather warnings, ill health, fire, administration, rudeness towards our staff or any other extenuating circumstances. If we cancel your stay due to our own fault, your full payment will be returned. If cancelled due to circumstances beyond our control, for example national weather warnings, we will transfer the reservation to another date at your convenience. Hen Camp will not pay you compensation.

Hen Camp cannot accept any liability or responsibility for any loss, including amongst other things consequential loss caused by cancellation and you accept that you have no further claim against Hen Camp.

Hen Camp also reserve the right to alter the Bell Tents or site locations at short notice if necessary, guests will however be informed of any major changes to the booking before arrival. Guests will not be entitled to any compensation should a change in their booking occur.

4.(b.3) Changes by you

After booking, if you need to make changes such as move dates this will be subject to a £20 administration fee. Changes are only possible before the balance payment due date. All changes after the balance due date will be subject to our cancellation policy.

5. Arrival and Departure

In order to prepare the accommodation, we ask that you arrive after 3pm and leave your site clean and tidy by 5pm on your departure date.

On checking in, our arrival times are strictly between 3 and 5pm as it is important you are personally greeted and shown around the sites

We do not accept arrivals after dusk due to the importance of the health and safety talk so please ensure you have planned around this before making a booking. We reserve the right to charge £12 per hour for a staff member to offer a late check in.

Occasionally extensions to departure time can be accommodated by prior arrangement. Guests have the right to occupy the Property for the paid for holiday period only (within the meaning of Schedule 1 Paragraph 9 of the Housing Act 1988).

6. Occupancy and Visitors

The property may only be occupied by the agreed number of guests at the time of booking. If you wish to amend the number of guests in your party, this must be agreed in writing in advance of your stay. When booking

please confirm the number of guests. We reserve the right to refuse entry to the entire party if this condition is not observed.

We monitor occupancy strictly due to fire and safety rules at the site. Under no circumstances should any guests invite further guests to join them unless you have prior written consent from Hen Camp. If found to be overcrowding our accommodation or more guests are staying than have been booked we reserve the right to terminate your holiday without refund and also withhold your security deposit in full.

Day Visitors

If you wish for friends or family to visit our site during your stay we require prior written agreement upon your registration form ahead of your stay. Day Guest fees must be paid in advance and time restrictions adhered to.

7. Pricing

The prices featured on the website are not binding and Hen Camp reserves the right to modify these prices at any time. At the time of booking you will accept a price. The price agreed either online or over the telephone and then stated on the confirmation email is binding. If a holiday has been booked under an obvious price administration error, Hen Camp are not obliged to honour the booking and can cancel and refund the stay.

8. Security Bond

Hen Camp operates a security bond system. To us as a small business, this is an extra administration task and in most cases not necessary however due to an increased occurrence of damages, missing items, lack of respect for other guests on site and excessive cleaning we have taken the difficult decision to introduce this to our booking system.

£100 refundable bond will be charged at the point of final payment (10 weeks prior to your stay). This will be refunded after your stay as long as there are no damages or excess cleaning required.

By accepting our terms and conditions, you accept that you are responsible and liable for any breakages or damages that you cause to the accommodation or its contents.

Please report these as soon as they occur.

Respect for Others

We reserve the right to withhold your security bond should we experience noise complaints during your stay- from either other guests or local residents. Please respect our no amplified music policy and please keep on site noise to a minimum whilst staying on site. Should we need to act or ask you to reduce noise, your security bond will not be returned. Our sites are not a place for loud music and partying.

From the £100 security bond taken prior to your stay, we reserve the right to charge you for repair, replacement or making good if the damage or

breakage is significant. Furthermore, if the bond will not cover the damage costs, by entering into these terms you are fully aware that you remain liable for the full costs of any damage if over the amount taken in a security bond.

We reserve the right to charge for excessive cleaning at a rate of £15 per hour where accommodation has been left in an unacceptable condition or where guests have left washing up and so on.

Guests will be held responsible for any fire, damage or alteration to the structure caused by negligence and Hen Camp will pursue the guests for damages, including above and beyond the security bond. Please ensure you have full travel insurance cover.

The security bond will be refunded less any deductions for breakages, damage, or any additional cleaning charge, within 7 working days of departure. You will be notified if any charges are going to be made. Please let us know of any damage before you depart.

9. Assumption of Risks

You will be staying in the countryside with live animals, areas of open water and potentially dangerous farm equipment amongst other hazards. Whilst we take great care to keep you safe, accidents can happen and we are not held responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to ensure children are supervised at all times, including ensuring that they are unable to leave accommodation at night without supervision.

Also you must be aware that some of the camp equipment such as Fire Pits and BBQs

Hen Camp accept no liability for accident, loss of property or personal injury incurred on site. In the event of guest misbehaviour or other necessary cause, we reserve the right to terminate the let without any refund of letting monies or security deposits.

The client will take responsibility, and will indemnify Hen Camp against, any injuries or damage whilst they are using the facilities,

10. Guest Conduct

Guests undertake to behave in a proper, appropriate and legal manner with due respect to the owner, the property, other guests and their property. If any guest behaves inappropriately or improperly (of which Hen Camp will be the final judge of on their property), or illegally, Hen Camp reserves the right to ask the guest and their party to leave the site before the end of the holiday. Any refund will be at the discretion of the owner. We expect noise to be kept to a minimum out of respect for fellow guests and our

neighbours. Failure to respect others will lead to a warning, and if not complied with termination of your holiday without refund and loss of security bond.

You are responsible for informing us of any losses or damage to the property as soon as possible. Please note that you will be liable to pay us for any losses or damage to the property caused by you or a member of your party (except reasonable wear and tear) This is not limited to your security bond. You must also leave the property by the check-out time specified on your booking.

In addition, we reserve the right to sue the guest for any loss, damage or injury caused to the Owner, the Property or to other guests and/or their property.

11. No Smoking Policy

Hen Camp operates a strict NO SMOKING POLICY inside any of our accommodation, Kitchen, Mess, Toilet, Shower, The Hideaway and within the wooded areas. The designated smoking area is the fire pit. Cigarette butts to be disposed of in the fire

12. No firearms, hunting equipment, fireworks or Chinese lanterns are permitted on Field Head farm/The Grange.

13. Fire Policy

On arrival you will be given a safety briefing on the fire pit We ask that you listen carefully and agree to operate these appliances according to instruction. No Camp fires are permitted, only the designated Fire Pit.

14. Complaints

In the event that you have any complaint about your stay, please notify Hen Camp as soon as possible and they will use all reasonable endeavours to resolve the issue. In the event that you have any complaint about your stay, please notify the Owner as soon as possible but no later than 7 days after you check out. If you don't follow this procedure there will be less opportunity for us to investigate and resolve your complaint

15. Force Majeure

Force majeure on the side of Hen Camp exists if the implementation of the agreement is entirely or partially, temporarily or permanently prevented due to circumstances which are beyond our control including: threat of war, staff strikes, blockades, fire, flood, pandemic, epidemic, government sanction, extreme weather and other disruptions or events. No Refunds will be given, available alternatives will be offered.

16. Governing Law and Jurisdiction

These terms and conditions have been drafted in accordance with and are governed by English law and the courts of England and Wales have exclusive jurisdiction in relation to any and all disputes arising out of these Terms & Conditions.

By placing a booking you agree to be bound by these terms and conditions