

Chiltern Yurt Retreat Terms and Conditions

You are agreeing to our terms and conditions below by making a reservation.

1. The Contract entered into is between the Owners of Chiltern Yurt Retreat, Karen and David Crosser and the person completing the Booking. The Contract is not effective until the required payment has been received and confirmation sent from The Owners to the Hirer.
2. Bookings can only be accepted from persons over 18 years of age and by paying the deposit/ full amount he or she agrees to the Terms and Conditions on behalf of the total party intending to stay at Chiltern Yurt Retreat.
3. Reservations can be accepted by telephone, email or by post. A confirmation will be sent when the deposit is paid. The balance must then be paid no later than 10 weeks before the holiday is due to start, this date will be included with your confirmation. No reminder will be sent. We reserve the right to cancel the booking if the balance is not paid by the due date and retain the deposit. For bookings made less than 10 weeks of the start of the holiday the full cost is due within 24hrs of the booking.

Cancellation by you at any time will result in your deposit being forfeited, as all deposits are non-refundable.

All monies paid for a holiday (deposit and balance) are non-refundable within 10 weeks before check in date.

Cancellation of any holiday after it has been paid in full and at a date 10 weeks or more in advance of your check in date, will result in forfeiture of your deposit (or an amount equivalent where one was not paid as the holiday was paid in full) and the balance being returned to you. Refunds will be processed in the currency of the booking. Where this is different to the currency of the payment card, this will be converted at the current exchange rate on the day of the refund.

The Owner reserves the right to charge a security deposit at certain periods. This deposit will be refunded to you during the week following your holiday, with deductions for any breakages, damage done to the property or if the site is not left in good order and clean condition and requiring extra cleaning.

4. Cancellations must be notified in writing. A £100 admin fee will be payable for any amendment.

5. Force Majeure we cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, changes imposed by rescheduling of airlines or any event outside our control.

6. Insurance is strongly recommended. We advise you that you should arrange appropriate insurance cover to safeguard against holiday cancellation.

7. Damage Loss and Insurance – you are responsible for the property during your stay and it should be in good order and clean condition upon departure, please leave it as clean as you found it at the end of your stay. Any damages or breakages must be reported to the Owners prior to departure, no attempt should be made to repair or replace items. The Hirer agrees to not cause nuisance or annoyance to nearby neighbours. Sorry no amplified music, to respect other guests/neighbours and the quiet rural location. The owners reserve the right to reasonable access to the property at any time. The total number staying at Chiltern Yurt Retreat shall not exceed 2 persons per space (Yurt, Tabernacle or Cabin), unless prior arrangements have been made. Smoking is NOT permitted in the properties and No pets are allowed. We cannot accept any responsibility for personal injury to you as guests or holidaymakers or for loss of property or for other matters over which we have no control. The safety of children on site by prior arrangement, is the responsibility of the supervising adult with them and no liability can be accepted for any accidents.

General Safety – In places the terrain is uneven and could be slippery. Please ensure you are aware of this and wear suitable footwear bring a torch. The stream nearby is not fenced and is deeper than it looks so please supervise children.

8. Occupancy shall be from 15.00 hours on the day of arrival to 10.00 hours on the day of departure, unless prior arrangements have been made. It would be much appreciated if guests could arrive before sunset as it may be dark.

9. Descriptions are for guidance only, and every effort is made to ensure that they are accurate, however, if there are any points of particular importance please contact the Owner to clarify information. Whilst the Owner has taken all responsible steps to ensure that the information contained in its advertisements are accurate the Owner reserves the right to alter, substitute or withdraw any service, facility or amenity.

10. Complaints should be taken up with the Owners as soon as possible and in any event before

departure to allow remedial action to be taken. It is specifically agreed that failure by the Hirer to notify the Owner of any complaints in accordance with the time scale set out will entitle the Owner to refuse to entertain the complaint irrespective of its merits.

11. Visitors, sorry we cannot accept visitors at this accommodation, unless prior arrangements have been made.

12. **Fire safety**

Yurt wood burner - only use seasoned firewood bought from us in the wood burner. No charcoal or coal to be burned in the wood burning stove. Please take great care when starting and attending to the fire, do not leave the wood burner unattended. Please ensure the fire is extinguished before you vacate the accommodation. **Outside firepit** can be used all year round and the same safety rules apply. Under no circumstances allow children to tend these. We reserve the right at any time to enforce a no campfires due to weather conditions or seasonal changes. Candles – We do not allow any Candles inside the Chiltern Yurt Retreat properties for safety reasons.

13. Breach of these Terms and Conditions will result in the Owners terminating your booking and requiring you to vacate the property immediately. No refunds will be made.