**DALE2SWALE GLAMPING - TERMS AND CONDITIONS**

DEFINITIONS

“The business” trades as Dale2Swale Glamping. and is referred to here as Dale2Swale.

“The Campsite” is the glamping area at Union House Farm.

“The Guest” is any person staying at Dale2Swale.

“The Hirer” is the person hiring the tents or equipment from Dale2Swale.

“A Booking” is the contract entered into by the hirer and Dale2Swale.

“The hire period” is the period starting from the first date of hire and terminating at the last day of hire.

General
These terms and conditions apply to all contracts entered into by Dale2Swale. unless otherwise stated in Dale2Swale written quotation.

PAYMENT TERMS FOR TENT HIRE
By making a Booking the hirer is accepting our Terms and Conditions.
A Booking becomes binding once the dates of the hire period have been confirmed and full payment for the hire cost has been received.

If damage is done to equipment on the campsite, the cost of repair will be invoiced directly to the hirer and will payment be transferred electronically.

CANCELLATION FOR GLAMPING ONLY NOT EVENTS

In the event of cancellation by the hirer, Dale2Swale will retain the following sums:

If the booking is cancelled less than 14 days before the hire period then a charge equal to 50% of the booking will be made.
If the booking is cancelled less than 7 days before the hire period then a charge equal to the full booking amount will be made.
In the event of a no show or booking reduction (after the start of the hire period) the full cost of the booking is charged.
Dale2Swale retain the right to cancel a booking if they believe the windspeed, torrential rain, ground holding conditions and site exposure result in an unsafe environment for the tents and hirer. A full refund will be made to the hirer in such cases.

REFUNDS

If the hirer wishes to apply for a refund, the hirer must send a refund request to help@dale2swale.co.uk with relevant information supporting their claim for a refund, as per the terms set out above.  Dale2Swale will then review the booking records, identify lessons learned and respond accordingly. Please note: UK Regulations governing distance sales (e.g. over the internet) stipulate that there is no consumer right to cancel in relation to the supply of accommodation, transport of goods, vehicle rental services, catering or services related to leisure activities if the contract provides for a specific date or period of performance – for example, hotel bookings, courier services, car hire, restaurant bookings and theatre tickets for specific dates.

INSURANCE

Dale2Swale holds public and products liability insurance. This means we are insured for any legal liability incurred for bodily injury (other than to employees) and/or loss of or damage to third party property occurring during the period of Insurance and on the course of the business and arising from any Dale2Swale product.

HIRER’S & GUEST’S RESPONSIBILITIES WHILST ON THE CAMPSITE

When making your booking, please be aware that when on the campsite you are responsible for health, wellbeing, behaviour and whereabouts of anyone under your care.

The hirer must ensure that any contractors that you are engaging hold public liability insurance and any other appropriate insurance, i.e. product liability, employee insurance. You will also need to ensure that you hold copies of all contractors relevant insurance and that copies of such can be provided to the Team upon request.

CHECK IN/CHECK OUT

Arrival time is after 5pm. A member of staff will be at the Glamping site between these times to greet you. Arrival after 6 p.m. is by arrangement only and guests may have to locate their own tent. Check out is 10:30am on the day of departure.

ENVIRONMENT

Please keep to the defined paths, tracks and activity areas at all times, and treat all property and facilities appropriately and with care.
As a natural environment, paths and walkways can be uneven in places and in wet or cold conditions some surfaces may become slippery. Please make yourself aware of your surroundings and take appropriate care when moving around The Glamping site. Please report any areas of concerns to a member of staff.
The Glamping site is located in a natural, rural environment and we ask that in enjoying the beautiful surroundings you take every care not to pick or eat any plants growing on the site.
You will find livestock in adjacent fields on the farm. Please do not attempt to enter these fields and please do not feed or touch the animals. Any form of glass excluding bottles is not permitted on the campsite.
Please ensure that your litter is placed in the bins provided.
This is an open Campsite environment. We ask that you be considerate of other Campsite users and our neighbours and keep noise to a minimum when in the accommodation areas.
There is strictly no smoking allowed inside any of the tents at the campsite.
In the event of a fire, guests should leave the campsite by following signs to the nearest fire exit and gather in the main Car Park.  The Hirer or their nominated Responsible Person is responsible for accounting for all guests once they have vacated the campsite.

CHILDREN

Please note that a supervising responsible adult must accompany all under 16’s entering The Campsite. No under 16’s are to be left on The Campsite without an adult and must be supervised in all areas of The Campsite.

DOGS & PET ANIMALS

Due to the animals that are on and around the farm, we have a “no pet” policy to animals or pets on the site. Only “Guide Dogs” are allowed.

MOTOR VEHICLES

Motor vehicles must not be driven up to the tents. All motor vehicles should remain in the designated parking areas and bags carried up to the tents via foot. If you need help carrying items to and from your accommodation, please contact a member of our staff who will be glad to assist.

WOOD BURNING STOVES

Each Safari tent is equipped with a wood-burning stove, fire gloves, fire tools, matches, firelighters, wood, fire extinguisher and carbon monoxide detector. If you do not have experience of lighting / operating wood burning stoves, please do not attempt to light the burner. Please notify staff and we will gladly light the burner for you. Do not allow children to play with or operate the wood burner.

Please take extra care when moving around the wood burner as they get very hot and always make use of the safety equipment provided. If you run out of wood, just let one of the team know and we will replenish the wood basket for you. Please do not take/collect wood from the surrounding environment.

FIRES, BARBECUES, CAMPING STOVES.

Campers are not permitted to make fires around the campsite. There are fire buckets full of sand situated near the wood burning stoves which are there to extinguish the fire if it spreads beyond the confines of the pit.
Fire extinguishers are mounted in the tents in case of fire.
Fire muster points located at each end of the campsite, are identifiable by signposts. The muster point near bandstand has a large brass bell to alert campers to the outbreak of fire. Each tent is equipped with a fire extinguisher and carbon monoxide detector.
Freestanding barbecues are not permitted on the campsite. Disposable barbecues are also not permitted to be used on the grounds. Please consider other guests when choosing where to place your barbecue.

FIRST AID

If you are in need of first aid please approach campsite staff. First aid and burn kits are kept in the office.

DRINKING WATER

The water from taps inside the tent are safe to drink.

LOOS

You will find a private loo in each of tents. There are no communal facilities.

SHOWERS

The Glamping showers are gas powered. If you are unsure how to operate them please ask a member of staff. Please check the temperature of the water before stepping under the shower, by running your hand under the stream to ensure it is the right temperature for you.

SECURITY

Our campsite is located away from main roads, out of sight of passers-by but is open and there are no barriers. Please insure that you lock any particular precious items in your cars.

VALUABLES

Dale2Swale cannot accept responsibility for loss or damage to valuables. Guests are responsible for their own valuables and are left in tents at the owners risk. Guests must inform us immediately of any loss of or damage to their property, and must support Dale2Swale in reporting such incidents to the police. Dale2Swale is in no way responsible for the loss of or damage to guests’ property, which occurs as a result of inappropriate or irresponsible behaviour by the guest, or where the guest has used unnecessary force, or in situations where the guest is responsible for the property.

FORCE MAJEURE

While every possible effort will be made by Dale2Swale to complete an order, Dale2Swale Glamping cannot be held liable for non-completion of orders due to matters beyond its control. The Booking is subject to cancellation or variation due to acts of god, war, strikes, riots, extreme weather conditions such as flood, storm or gale or restrictions on the use of transport or any other cause beyond the control of Plush Tents. In the event of frustration of the Booking due to any of the above causes the Booking shall be deemed to be complete and upon written notice by Dale2Swale to the Hirer to that effect Dale2Swale shall refund to the Hirer any monies received in respect of the Booking less 10% which shall be retained by Dale2Swale in respect of costs and expenses.

We reserve the right to alter pricing and our terms & conditions without prior notification.

**Privacy & Cookie Policy**

This privacy policy sets out how “Dale2Swale Glamping” uses and protects any information that you give “Dale2Swale Glamping” when you use this website.

“Dale2Swale Glamping” is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. “Dale2Swale Glamping” may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.

**What we collect**

**We may collect the following information:**

* Your name
* Your phone number
* Your email address
* The nature of your enquiry
* Information about your use of our site including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.
* Information provided voluntarily by you. For example, when you register for information, request a catalogue or make an enquiry.
* Information that you provide when you communicate with us by any other means.

**What we do with the information we gather**

**We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:**

* Internal record keeping
* We may use the information to improve our products and services
* We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
* From time to time, we may also use your information to contact you for market research purposes
* We may contact you by email, phone, or mail
* We may use the information to customise the website according to your interests

**Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

**Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual.

The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

**Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways: whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at help@dale2swale.co.uk.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the General Data Protection Regulations introduced in May 2018. You may also request that your personal information we hold is permanently deleted from our records.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.