

Terms and Conditions

By making a booking with Wye Glamping you are agreeing to the following terms and conditions:

Bookings and Payments:

Once a booking request has been received, we will contact you to confirm that the dates are available. We will then hold the dates for 5 working days, within which time a 25% deposit is due to secure it.

Payment can be made by Paypal, cheque or bank transfer (details will be sent with confirmation of dates). If a deposit has not been received within 5 days the dates will be released. Please let us know if you have sent a cheque, which may take a little longer to arrive.

The remaining balance will be due 6 weeks before arrival (I'll send a reminder). If the booking request is made within 6 weeks of arrival, full payment will be due within 5 days to secure the booking.

Cancellation

If the cancellation is made:

More than 6 weeks in advance the deposit will not be refunded but can be transferred to another available date. If the alternative date attracts a higher price, you will need to pay the difference at the time of transfer.

Within 6 weeks, the deposit (25% of the total sum) will not be refunded and cannot be transferred to another available date.

If the booking is cancelled within 3 weeks of the arrival date 100% of the total sum will not be

refunded (as generally we cannot re let the tent in that time) and cannot be transferred to another date.

Any cancellation or change must be confirmed in writing / email, by the person who made the booking.

We strongly advise visitors to take out full holiday insurance to cover cancellations, public liability, personal belongings, loss etc.

In the event that we need to cancel your holiday we shall inform you as soon as possible and refund all money paid to us, by you, within 14 days.

Arrival and Departure Times

Check in is between 4 and 7pm. If you are likely to be later than this please let us know a rough arrival time in advance, so we can ensure we are nearby. We strongly recommend you arrive at least an hour before dark so you can familiarise yourself with your surroundings and facilities.

Please vacate your tent or yurt by 10am on day of departure.

Responsible tenanting.

By booking with Wye Glamping you are agreeing to leave all furniture and furnishings in the same state you found them, and to leave the site clean and tidy when you depart.

Should any facilities, equipment, or inventory, be damaged willfully, as a result of inappropriate usage or behaviour, you will be held responsible for the cost of repair or replacement.

Fires and Stoves

Fires are only permitted in the wood burning stove and the fire pit. If you wish to re-locate the fire pit, please only do so before the fire is lit, and keep it at least 3 metres from the tent or yurt. When burning wood on the fire pit please keep the guard on the top to prevent sparks escaping.

Only wood is to be burned in the wood burning stove. Heat resistant gloves are provided in the yurt for safe loading of logs. The door to the stove must be kept closed at all times when lit.

All tea lights must be kept in the lanterns provided.

Please do not tamper with the gas bottle for the camping stove. If you think the gas has run out please ring us and we'll investigate.

There is a fire extinguisher and fire blanket in each camp. Please only use these if you are sure it is completely safe.

There is strictly no smoking in any of the buildings at Wye Glamping.

Children

This is a wonderful environment for children and we encourage them to enjoy it to the full, but they are your responsibility at all times. We would ask you to take particular care of them around the river and any fires/naked flames. The trees around Bell tent 1 are quite brittle and as such we would discourage children from climbing them.

The surrounding area

Wye Glamping is situated on a working arable farm, as such, there are crops planted in surrounding fields which we ask you to respect. There are also horses, sheep and cows nearby, we ask you not to feed them or cause them any distress. Please obey any no entry signs on and near the site, these are here for your safety. You are responsible for your own and your parties personal safety when on site and in the surrounding area.

Noise

Noise at night must be kept to a minimum. Although we are quite far away from other residences, sound travels far in the country and we ask you to respect our neighbour's peace and quiet. A small radio is permitted and acoustic instruments are encouraged, but please leave the large sound systems at home (there's no electricity to power them anyway). If you cause a disturbance and continue to do so after being asked by us to stop, we reserve the right to ask you to leave.

Dogs

Dogs are only accepted by prior arrangement, and must be kept under control at all times. Please note that there is livestock in nearby fields and farmers do not take kindly to dogs chasing their sheep. There will be a small charge of £20 for 1 dog £30 for two to cover any extra cleaning required on departure. This charge is payable 6 weeks before arrival along with the balance.

Personal Belongings

Wye Glamping takes no responsibility for the loss or damage of any personal belongings brought onto site. Please leave valuables at home.