

## **Terms and conditions updated 06/2020 including covid 19 restrictions by booking your stay**

**you are agreeing to these terms**

### **1**

- All government guidelines on social distancing must always be adhered to
- Do not enter any other cabins other than your allocated cabin on site during your stay
- Bookings must be paid at the time of booking via card payment over the phone or PayPal
- We will only accept bookings from customers who are fit and well. Do not come to the centre if you are showing any signs of COVID 19 OR IF YOU SUSPECT YOU MAY HAVE BEEN IN CONTACT WITH ANYONE SHOWING SIGNS OF COVID 19
- If you develop any signs of covid 19 during your stay or within two weeks of your stay it is your duty to let us know ASAP
- We have changed check in times to 4pm check out 10.30am

By booking your stay you are agreeing and accepting these terms

Terms and conditions apply to Guests and all members of their party It is the Guests' responsibility to ensure that each member of their party is aware of and accepts the terms and conditions and the obligations contained therein.

The Owners reserve the right to cancel a booking without compensation or refund should Guests not comply with any of the terms and conditions outlined below.

### **2. Arrival and Departure**

In order to prepare the cabins between Guests, we ask that you arrive after 4 pm and leave by 10.30AM on departure date. Occasionally extensions cannot be given to arrival and departure at times the moment to allow us to vigorously clean cabins between guests

### **3. Bookings/Payment**

All bookings must be made by people aged 21 years or over. Initially bookings may be provisional - by telephone, or e-mail. No booking is confirmed until a non-refundable deposit of £150 per cabin per week has been received. For short breaks, the deposit is £50 per cabin.

You must provide names addresses and contact details of all guests in your party

The remaining balance payment will be due 30 days before the holiday date. Please note you may lose your booking and deposit if we do not receive the full balance as stated

For late bookings (within 4 weeks of holiday date) payment is required in full at the time of booking.

The price includes all heating, electricity, bed linen.

All Prices are inclusive of VAT

#### **4. Cancellations**

If you have to cancel please inform us immediately and we will endeavor to re-schedule your stay. If this is not possible, all monies which have been paid will be forfeited. Therefore, CANCELLATION PROTECTION INSURANCE IS RECOMMENDED. You may not under any circumstances transfer your booking to anyone else without our consent.

The Owners do not accept responsibility for breakdown in public or local supplies, including water or electricity, WEATHER Road closure nor any claims against inconvenience caused by such incidences, or by building works that may be deemed, as necessary. In the case of any breakdown Guests are asked to notify the Owners immediately. We will endeavor to do our best, in conjunction with the service company concerned, to correct the fault as soon as possible.

In the event of a national or local disease epidemic, whether human or animal, the Owners reserve the right to cancel any booking at any time.

The Owners retain the right to refuse to hand over to a Guest, or repossess holiday accommodation if it is reasonably believed that any damage is likely to be caused, or can repossess the self-catering cabin if damage has already been caused. No refunds will be given in these circumstances.

Any complaints must be made known to the Owners immediately. No complaints will be entertained after the end of the hiring period or after the Guest has departed.

#### **5. Safety**

**Car parking is limited so please car share and social distance at all times.**

**Please respect our quiet times no loud music between the times of 11pm and 7 am**

- Watch out for horses being moved in and around the yard. Always wash your hands after stroking the animals
- Beware of hidden dangers such as animals and farm equipment
- Watch out for tractors/ cars in and around the farmyard
- Children must be supervised outside of the cabin areas
- The hay barns and stables are out of bounds, please do not climb the bales or enter the stable yard
- Use gates or styles and do not climb the gates or fences
- Gates are closed for a reason; please leave them as you find them to avoid animals escaping on to the road
- Smoking is not permitted ANYWHERE within the stable yard or inside the cabins
- Keep dogs under close control as there are sheep and cows with young calves
- Follow the Countryside Code
- BE TIDY
- Please be careful to clear away all your rubbish. The farm must be kept litter free for the safety of the animals
- Do not leave rubbish bags outside the cabin as this attracts wild animals such as foxes
- Do not feed the horses as their diet is carefully controlled.
- No fireworks or Chinese lanterns

PLEASE, to save on costly repairs only flush toilet paper down the toilet.

Guests may not bring any personal shotgun or firearm to Long mountain Centre under any circumstances

Guests may be asked to leave immediately if their conduct is considered to infringe the Owners' terms and conditions/rules or is likely to impair the enjoyment, comfort or safety of other guests and/or staff. No refunds will be given in these circumstances.

If Guests or any member of their party has or has just had an infectious or contagious medical condition the Owners have the right to refuse to accept the booking, cancel the holiday or ask the Guest to leave Long mountain Centre immediately should it be considered necessary, to protect the health of other guests and/or staff. The Owners should be informed immediately

should any condition develop within two weeks of arrival date or during the holiday at Long Mountain Centre

## **6. Additional Facilities**

**Pony trekking on site** but must be booked in advance

BBQ are not allowed on the cabin balcony's and not disposable bbq must not be put directly on the grass (you can hire a bbq ) but must be booked in advance

Fire pits are available to hire but must be booked in advance only firepits hired from us are permitted no other campfires are permitted

Cots and highchairs are available upon request but must be booked in advance. Note Guests need to supply own cot bedding.

We don't supply towels, but they can be hired from us, but must be booked in advance

pre ordered breakfast hampers available on request but must be booked in advance

## **7. General**

The number of persons occupying the cabins must not exceed that stated at the time of booking, unless agreed previously with the Owners. Names address and contact details of any persons on site must be supplied at all times Sub-letting of the cabins is strictly prohibited.

The Owners cannot accept responsibility or liability for loss or damage to Guests' property, or for personal injury, or damage to bicycles, cars or horseboxes/trailers parked at Guests' risk.

The Owners reserve the right to have access to the cabins at all reasonable times, with prior notice whenever possible.

The Owners endeavor to maintain high standards of comfort and cleanliness at all times. The Guest must therefore undertake to keep all furniture, fittings and effects in the same good condition as they were found. If extra cleaning is required after departure it will be charged to the Guest.

All damage must be reported to the Owners as soon as possible. Accidental damage or breakage of a minor nature will not normally be charged for, but the Owners reserve the right to charge for any non-trivial damage, losses or additional cleaning required howsoever caused. Immediate payment from the Guest is required to cover any such costs.

No medical facilities are available on site.

Mobile phone reception is variable depending on the service provider. In emergency there is a land line telephone available at the house

## **8. Pets**

**Dogs are allowed at extra cost £5 per night per dog**

Dogs are not allowed on furniture, beds or chairs and any damage caused, or additional cleaning required will have to be paid for. Dogs must not be left unattended in the cabin at any time, and must always be kept under control, particularly around the yard and animals. All dog mess must be picked up. Failure to meet this condition will be treated as a cancellation

### **Wet wipes and our septic system**

**Please read and take note if the drainage system blocks it is immediate and putting anything other than toilet tissue down will block this system disrupted your holiday**

Just a decade ago the only wet wipes were for baby's bums. Now with society's need for cleanliness and convenience there has been an explosion of wipes for virtually every household chore and every part of the body. There are wipes for:

- facial cleansing wipes
- hand wipes
- car interiors
- pet paws
- clean wounds
- pain relief
- Deodorant-----

The main problem is that wipes are not biodegradable.

A recent Consumer Report put three wipes, along with toilet paper, through a disintegration test. It simulates what may happen when flushing and gives consumers a look at how the product could affect their pipes. These so-called flushable wipes perform very poorly in disintegration tests and are resulting in damage to our and our septic system.

Even if the product packaging states "it is flushable" pumpers have found hundreds of wipes

matted together blocking our tanks. These products do not break down quickly enough,

please be extremely careful about what you flush down the toilet.

Feminine products should be wrapped and disposed of in the bin provided. Facial wipes, baby wipes, hand wipes and paper towels should not be flushed down the toilet

PLEASE, to save on costly repairs only flush toilet paper down the toilet.