



BOOKING, CANCELLATION & PAYMENTS TERMS AND CONDITIONS

BOOKINGS

- Bookings taken directly require a 20% deposit at the time of the booking
- The remaining balance is due within 28 days prior to arrival date
- If your stay is within 28 days of the booking, we will collect full payment
- If payment remains outstanding 28 days prior to your holiday, we reserve the right to cancel the booking & all payments made to that point will be non-refundable
- You can also choose to make full payment at the time of booking if you wish
- The person booking must be over 18 years of age at the time of the booking and there must be an adult aged eighteen or over staying in each pod
- We have a minimum 2-night stay policy (Minimum 3 nights over Easter, Christmas, New Year & Bank Holiday weekends.) On occasion, we release a 1-night stay option
- Prices are based on the number of guests per pod. Eg, base price is 2 guests, plus £10 per additional person per night
- Guests are asked to strip all used bedding and place it within the laundry bag found in the cleaning kit within the pod along with any used towels and tea towels
- Please leave the pod clean and tidy – there is a cleaning kit provided with all the essentials to maintain a clean environment whilst staying in your pod
- A £20 cleaning fee is added to all bookings
- Guests wishing to order any hamper for their stay need to do so at least 7 days prior to the arrival to ensure availability
- To request a date change of your booking please email info@orchardglamping.com
- Orchard Glamping reserves the right to enter and inspect the pods at any time. If a pod is left in an unsatisfactory condition, or deliberately damaged in any way, we reserve the right to make a charge, minimum of £50 & may increase if fittings & fixtures have been damaged.
- The pods are self-check in; there is a key safe at each pod in which the details to gain access will be emailed to you a few days prior to your stay



- Check in is from 3pm
- Check out is at 10am unless a late checkout has been prearranged and paid for
- Once you have made your booking you will receive a Welcome Pack via email prior to your stay. We encourage all guests to read through this as it contains a further detailed guide about our site, terms and conditions and health and safety.

CANCELLATIONS

- The deposit is non-refundable
- We would urge you to take out holiday insurance. If you have to cancel after full payment has been made please refer to your insurance policy
- In the event that we need to cancel your stay we will offer you alternative dates or a full refund of any payment made
- To request a date change of your booking please email info@orchardglamping.com. We will try to accommodate all requests to the best of our ability.

PAYMENTS

- Most major debit/ credit cards are accepted via the website
- Payments are via Stripe and accessed via the link on the booking email guests receive. (UK Visa Debit, UK Visa Debit Mastercard, UK Maestro, UK Visa Electron, International Visa Electron, International Maestro, American Express accepted)
- Cash is also acceptable – please contact us if you require to pay by cash
- If you are unable to make payment via card or cash please contact us at info@orchardglamping.com for bank details to BACS the payment over
- Gift Vouchers are non-refundable
- Prices are inclusive of VAT. We reserve the right to change our prices at any time



BOOKINGS AND CANCELLATIONS VIA BOOKING.COM OR OTHER BOOKING PLATFORMS

- Please refer to the terms & conditions as per your booking platform. Orchard Glamping have no influence on these individual policies
- To keep up to date with what is happening at Orchard Glamping follow us on Instagram / Facebook @orchardglamping
- If you have any queries or questions please do not hesitate to contact us on info@orchardglamping.com or call us on 07725 185366.

Happy Glamping

Rebecca & Tom Richardson

