



Glamping T&C's

1. Bookings

Kelburn only handles bookings from persons over 18 years of age. We reserve the right, at all times – without statement of reasons – to refuse a booking. Kelburn will confirm the booking via e-mail and you will receive a Payment Request. The confirmation and invoice must be checked immediately on receipt for any errors. Possible or claimed inadequacies must always be notified by email or phone within 10 days following the date of the confirmation/invoice and in any case before the start of the stay. If, within 10 days after the booking, you are not in possession of a confirmation and invoice, then you must get in touch with Kelburn.

2. Group Bookings

It is the right of Kelburn to refuse group bookings if we feel this may be of detriment to other guests staying at the site. A group discount could be applicable subject to availability and occupancy. The person booking, where they are booking on behalf of other people, is responsible for disseminating the appropriate information to those persons that we send them. For example, these Terms and Conditions, Tent details including directions, and on arrival, the Information Pack within each tent, to ensure they are fully aware of the nature of the campsite, Health and Safety issues, the wider woodland, the facilities, and appropriate any clothing and footwear they require.

3. Yurt Glamping

In the rental price of every tent the following is included:

- Rental of tent and the pitch.
- Bed linen - yurt units only
- Use of and access to Kelburn Country Centre
- Use of water.
- Use of wood for the stove (wood for campfires is not included) – yurt units only
- Emptying of bin
- Cleaning of unit on departure

4. Payments

Booking payments are made in two stages. The deposit must be paid at the time of booking with the remaining amount due 7 days before arrival. The rental contract including the regulations regarding cancellation are applicable as soon as the deposit payment has been received.

Deposit

To secure your required booking date, a non-refundable deposit of 25% of your booking is taken. This amount goes towards the total amount due for your stay, which is due 1 week before your booking date. For bookings made less than 1 week in advance the full amount is payable on booking and is non-refundable. Your booking is not confirmed until the booking deposit is received in cleared funds. Acceptance of these terms and conditions is automatically assumed so we recommend you read them carefully before payment of the deposit.

Cancellation Policy

We require a minimum of 4week's notice for cancellations or changes. Should you cancel your reservation within 4 weeks of your arrival, you will lose the 25% deposit. If you choose an early departure during your stay, you will still be charged for the entire time reserved.

5. Changes to Booking

We will facilitate alteration requests where possible, but cannot guarantee any changes will successfully be made. We also charge a £15 administration fee for changing any bookings.

6. Day visitors

In principle, it is permitted to receive visitors during your stay with Kelburn. These visitors must report themselves to the information office at the country centre. Visitors will be charged the applicable rate for the country centre.

7. Photos

All photos shared of glamping at Kelburn through social media will be free to be used without accreditation or payment by Kelburn Estate.

8. Check in/out

Check in is between 3.00pm and 6. 00pm. We would appreciate it if you could let us know your estimated time of arrival, so we can be on site to meet you. Later arrivals can be catered for but must be pre-organised and arrangements will be put in place. Please vacate your tent by 11am on the day of your check out.

9. Being Respectful to Other Guests

Guests must be respectful to other guests on the site. Loud noise and nuisance will not be tolerated at any time and all noise must be kept to a minimum after 11pm. Guests who in our reasonable opinion are causing nuisance may be liable for loss of damage deposit money and/or be required to immediately leave the site.

10. Occupancy

Occupancy of a yurt must not exceed 4 people and occupancy of a glamping bell tent must not exceed 5 people and we reserve the right to decline accommodation and/ or ask you to leave the site at any time if your numbers exceed this. The booking will then be deemed cancelled with full loss of payment.

In certain circumstances, additional bed rolls can be arranged in a yurt, but only by prior agreement with the owners and payment of an additional fee.

Whilst we will always endeavour to put groups in tents close to each other and to allocate specifically requested tent positions, we are unable to guarantee this.

11. Breakages

Any damage or breakages which may occur must be paid for. Small accidental damages or breakages of a minor nature will not normally be charged but you are required to report all breakage and damage to the owners at the time or before you leave the camp.

12. Complaints

Any complaints must be made known to us immediately. No complaints will be entertained at the end of the stay or after the guest has departed.

In extreme weather Kelburn reserves the right to close the venue. In that instance, refunds will be dealt with on a case by case and alternative dates will be offered for your payment to be set against.

13. Weddings and Private Events

The glamping site is located next to our country pavilion, which hosts weddings and private events occasionally. These dates will be blocked off so that guests cannot select them. However, in the instance where there is availability during an event, guests which contact us and do not mind the noise will be permitted to stay.

14. Pets

No pets are allowed inside the yurts or glamping bell tents.

15. Belongings

Kelburn accept no liability for any belongings left in the tents at any time. If you have valuable items that you wish to leave in a secure place, please let us know and we will store these for you at your own risk.

16. Smoking

Smoking is not permitted inside the yurts or glamping bell tents under any circumstances.

17. Kelburn Country Centre Access

When staying in one of our yurts or bell tents, access to the country centre is included with your stay. The country centre opening hours are 10am - 6pm and no access is permitted outside of these hours.