**Glamping Terms & Condition’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.

The person booking, where they are booking on behalf of other people, is responsible for sharing the Terms and Conditions, and any supporting information.

**3. Yurt or Bell Tent Hire**

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

* Rental of unit
* Use of and access to Kelburn Country Centre between 10am and 6pm.
* Use of water taps and toilet block & showers
* Cleaning of unit on departure
* Use of wood for the stove (wood for campfires is not included) – yurt units only
* Bed linen for number of guests indicated - yurt units only

**4. Payments**

Booking payments can be made in two stages.

The deposit must be paid within 24 hours of booking with the remaining amount due 14 days before arrival.
**If the deposit is not paid with 24 hours of booking, your booking will be automatically removed from our system.**
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 deposit of 25% of your total balance is due within 24 hours of booking.  This amount goes towards the total amount due for your stay, which is due 2 weeks before your booking date. For bookings made less than 14 days 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**
If you cancel your booking 14 days or more in advance of your arrival date we shall refund any payments made excluding the 25% deposit.
If you cancel within 14 days of your stay you shall not be entitled to a refund.
 If you do not stay for the full duration of your booking you shall not be entitled to a refund.

**5. Changes to Booking**

We will facilitate alteration requests where possible, but cannot guarantee any changes will successfully be made. Please note 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.

Later arrivals can be catered for but must be pre-organised and arrangements will be put in place.  Please vacate your yurt 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 required to immediately leave the site without a refund.

**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.
Whilst we will always endeavour to put groups in Bell 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 listed on the booking website to make you aware that there may be loud music.

**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.