

BOOKING TERMS AND CONDITIONS, THE LOFT WIGWAMS

Before confirming your booking at The Loft Wigwams please take the time to read the information below. It includes vital information regarding cancellation policies and the amenities and services available at the site, which will assist you with planning your holiday. Please do not hesitate to contact us by telephone 01343850111 or email theloft@eastgrange.co.uk with any queries or any further information you may need to make your holiday extra special.

Payment Policy

Full payment is taken at the time of phone bookings.

We accept all major debit and credit cards (excluding American Express).

All data collected is for the sole use of The Loft and Wigwam® Holidays in relation to your booking and services provided by The Loft and we will not pass or sell this information onto any third party. For FBA Festival bookings your details will be shared with FBA for raffle entry.

Occupancy

The number of persons occupying the holiday accommodation shall not exceed the recommended numbers. X5 in Large Wigwam® Cabins, X8 in Big Cook, x4 in Waybuloo and x5 in Little Cook.

Unaccompanied children (under 18) are not permitted to stay in the Wigwam® Cabins. They must be accompanied by an adult over 25 years of age. This is for the protection of minors.

Children and dogs must not be left unattended in Wigwam® Cabins at any time.

Cancellation/No-Show Policy

In the event of cancellations or no-shows we do not offer any (either full or partial) refund. However, if more than 72 hours notice is given we may, at our discretion, offer an alternative date suitable to you only if we have the availability to do so.

Travel Insurance

We strongly advise you to take out the appropriate levels of travel insurance so you can have peace of mind that your costs will be covered, should you need to cancel your holiday for any reason.

It is the clients responsibility to get to The Loft Wigwams for the booking whatever weather conditions prevail.

Bedding

Please remember to bring your own bedding, towels and pillows.

You can hire bedding from The Loft, please book this at the time of booking your accommodation on line or please call us to arrange on 01343850111.

Farm Safety

Whilst much of the farm is accessible by farm tracks for walks and whilst participating in activities on site farm buildings and farm machinery are strictly out of bounds.

Please do not allow children to play on farm machinery or in farm sheds/buildings as this is dangerous. You must supervise your children at all times. Farm tracks are used for farming activity as well as activities and you must pay due care and attention at all times.

Gates should be left as found and the country code adhered to.

Smoking

Smoking is not permitted in the Wigwam® Cabins/Lodges or in any communal areas.

Dogs/Animals

Well behaved dogs are welcome on our site but owners must be responsible for them at all times.

Dogs are not allowed inside the "Bothy" amenity block and any damage caused by your dog will be chargeable.

Dogs must not be left unattended in the Wigwam® Cabins/lodges.

Dogs must be kept on leads at all times whilst on site.

All mess must be cleaned up and deposited in bins.

Only 1 dog per booking is permitted. Additional dogs may be added but this must be discussed with us.

Noise & Code of Conduct

We expect all our Visitors to respect and look after the Site and the Wigwam® Cabin you are staying in.

We also require you to respect your fellow visitors and keep noise levels to a minimum after 10pm.

If you do not adhere to this or any warnings the police will be called.

Parents are responsible for their children, as such children must be supervised at all times.

Group Bookings

We do welcome group bookings but ask that you advise us of what type of group gathering this is so we can accommodate you appropriately. Please contact the owners directly to organise parties or any corporate events. We reserve the right to cancel group bookings if they are not disclosed to us in advance. This is for the enjoyment of all site users. Please call us to discuss before booking.

Arrival/Departure Procedures

Arrivals: You can check in from 2pm onwards. Late night arrivals can be arranged in advance, please call to let us know if you will arrive late (after 5pm) so we can make appropriate arrangements which will be a map left in the "Wigwam Late Arrival Post Box" situated on the notice board outside the office door as well as your key and directions to your Wigwam® Cabin/lodge, please note it is the guests responsibility to follow the late check in procedure and to locate appropriate accommodation. (Please remember to bring a torch).

If check in is on a Monday or Tuesday which is outwith our office hours then the above late arrival procedure will be in place.

During the summer school holidays the reception/office is open 7 days a week and Wed-Sun at all other times.

Departure: Please check out by 10am. Late checkout may be able to be arranged if circumstances permit but must be arranged in advance. Late checkout that has not been arranged will be subject to an additional charge. If departing early (before 9am) please leave your key in the "Wigwam Post Box" on the notice board outside the office.

A £20 refundable deposit for your Wigwam key will be required when checking in. This will be returned when handing your key in upon your departure. This will be forfeited if any key is lost or damaged.

Cars on Site

We now operate a car free site for the safety and enjoyment of all guests so therefore cars cannot be driven on the grass or parked next to Wigwam® Cabins. Please park at the main reception building to check in and then collect a wheelbarrow to use to wheel your belongings to your accommodation.

Only 1 car per booking, unless by prior arrangement. Additional cars must be parked in the overflow car park.

Cleaning

Whilst we employ cleaners, guests are expected to leave the Wigwam® Cabin in a neat and tidy fashion. No rubbish is to be left in the Wigwam® Cabins/lodges. No food is to be left in the fridges. All dishes should be washed and dried and put away in the kitchen area. We reserve the right to charge to the credit/debit card details given on booking an additional fee should the Wigwam® Cabin/lodge be left in an unsatisfactory condition or if there is any damage to the Wigwam® Cabin/lodge or the furnishings therein.

Guests are reminded that there are other customers on site and the kitchen area, showers and toilet facilities should be left in a clean and tidy manner for the next user.

Fires and BBQ

Camp fires and stand alone BBQ (not disposable BBQs) are permitted on site.

Fire Baskets and wood must be booked from reception at time of booking or before 4pm on the day required. Only wood purchased on site can be burnt on site. This is for reasons of safety. Failure to comply with this will incur a £20 fine. Please do not burn wood "found" on site or taken from wood piles on site, this will be considered as theft.

Disposable BBQs are not permitted due to damages incurred but free standing BBQs may be used on site in the designated areas only. Please be aware of damages caused to grass and decking in relation to BBQs or fire baskets will be charged for.

Damages and Breakages

Please report any damage or breakages as soon as possible to the management.

Any damage to accommodation, facilities, contents or grass/surrounding area will be charged for. We reserve the right to charge damages to the credit/debit card given on booking.

Additional

The owner and their representatives retain the right to enter the holiday accommodation at any time.

Failure to comply with these terms and conditions will make you liable to lose your booking or your right to stay in the property without refund.

Your email address will be added to our database to send out our monthly newsletter, please let us know if you would not like to receive this. All data collected is for the sole use of The Loft and Wigwam® Holidays in relation to your booking and services provided by The Loft and Wigwam® Holidays and we will not pass or sell this information onto any third party