

Terms & Conditions Gooseberry Field Glamping

Gooseberry Field Glamping is the trading name for Thorne House Ltd at the Smarden Road.

Bookings for individual tents

Bookings can be made, by completing the online booking form or by telephone. Please call 07788237588.

Gooseberry Field Glamping may request details of all persons in your party including names and ages at the time of booking. This information may be required for insurance purposes.

A booking is completed once Gooseberry Field have received payment in full and sent email confirmation to your designated email address.

Payments can be made by Paypal or bank transfer.

Group Bookings for Exclusive site rental

Exclusive site or large Group Bookings need to be made directly with the campsite and not through the Internet booking system. Please call 07788237588.

Gooseberry Field Glamping may request details of all persons in your party including names and ages at the time of booking. This information may be required for insurance purposes.

For groups booking of the entire site, a 50 % deposit is required to reserve the site for your chosen booking period. To complete the booking, the balance of full payment must be paid and received in full, 60 days prior to the date of your stay. Should the balance of payment not be received 60 days prior to your stay then we reserve the right to cancel your reservation and re-hire the site. In this circumstance the reservation fee is non-refundable. You will be notified of the cancellation by email.

Changing a Booking

Once a booking has been accepted and confirmed by Gooseberry Field Glamping, the booking can only be changed with the written agreement of Gooseberry Field Glamping.

Where Gooseberry Field Glamping agrees to change the booking, an administration fee of £15.00 is payable.

Cancellations – Exclusive Group Hire

For any cancellation prior to 60 days of start date of your stay 50% the full hire fee will be refunded if we are able to resell the break in full.

Cancellations need to be received in writing and confirmed by Gooseberry Field Glamping.

For any Cancellation received within 60 days of start date of your stay no refunds are payable.

Cancellations – Individual Hire

No refunds are payable for individual glamping tent bookings. Individual tent bookings are non-transferable.

Refunds Following Cancellations

Any refunds owed following cancellations received in writing and confirmed by Gooseberry Field Glamping, will be paid by BACS to after September 20th 2020. No refunds will be paid on incomplete bookings.

Check in & Check out

From Monday until Friday Check out is 10:00 a.m. on the day of departure. On Sunday Check out is by 12:00. Check in is after 16:00 p.m. on the day of arrival.

We ask that the tents and other sleeping accommodation are left clean and tidy. All pots and pans must be washed before departure. All rubbish/recycling is placed in our main bins.

Obligations

By booking with Gooseberry Field Glamping you agree to leave all equipment, tents, furniture and furnishings in the same state you found them, and to leave the site clean and tidy when you depart.

Should any facilities, equipment, or inventory, be damaged, as a result of inappropriate usage or behaviour, you will be held responsible for the cost of repair or replacement.

Pets

No pets are allowed on site

Noise

Noise at night must be kept to a minimum. Strictly no noise after 10pm. Although we are quite a way from other local residences, sound travels far in the countryside and we ask you to respect our neighbour's peace and quiet. Strictly no amplified music allowed. If you cause a disturbance and continue to do so after being asked by us to stop, we reserve the right to ask you to leave.

Children

This is a wonderful environment for children and we encourage them to enjoy it to the full, but they are your responsibility at all times. We would ask you to take particular care of them around the ponds and any fires/naked flames. The trees on the site are quite old and must not be climbed.

Fires and Stoves and Fire safety

Fires are only permitted in fire pits. Please do not move the fire pits from the location you find them in.

Under no circumstances should any fires or open flames be taken into or lit within 6m of the tents or inside the tents.

Please keep the BBQs and fires to a sensible size, not allowing them to get to large for the fire pits.

Should your bbq or fire pit get out of hand contact the campsite staff immediately.

Children must be supervised at all times.

Only the wood provided by Gooseberry Field or is to be burned on the fire pits.

Heat resistant gloves are provided (on request), for safe loading of logs.

All tea lights must be kept in the lanterns provided.

Please don't use the gas cookers until you have received instructions for their use from a member of the campsite staff. Please only use these if you are sure it is completely safe to do so.

Hot Tub

The hot tub will be lit at the discretion of the owners but usually on one occasion during each weekend or mid-week period.

Advice and Guidance to all Hot Tub Users

Hot Tubs (Spa Pools) and your Health – What you need to know

Regulations (2012) governing the provision of Hot Tubs (Spa Pools) in a Holiday Cottage setting have laid down Advice and Guidance for both the Spa Owner and the User. At Gooseberry Field we are complying with the Regulations to the best of our ability in order to minimize the risks and a copy of our Risk Assessment may be seen upon application.

Our hot tub is kept disinfected, The hot tub is emptied and cleaned every day it's being used.

That's our bit. We are confident there is no reason why our Hot Tub should not be safe to use, providing also in the interests of hygiene and safety that every bather reads, understands and complies with the Advice and Guidance given below.

Advice and Guidance to Hot Tub Users

- Bathers must not wear lotions, oils, makeup or skin creams in the hot tub.
- Bathers must use the toilet and shower before entering the hot tub.
- Bathers must not use the hot tub if they have had diarrhoea within the last 14 days.
- It is recommended that bathers do not exceed 15 minutes immersion at a time.
- Bathers must not exceed the maximum number permitted in the hot tub (5 people maximum)
- Children under nine must not use the hot tub.
- Children (and others) who are unable to keep their faces out of the water must not use the hot tub.
- All other children using the spa pool must be supervised.
- Babies' nappies must not be changed beside the hot tub.
- No incontinent person may use the hot tub, either with or without a waterproof nappy.
- It is recommended that the hot tub is not used after a heavy meal or while under the influence of alcohol or sedatives.
- Intended users suffering from diseases of the heart and circulation, skin conditions, are immuno-suppressed, subject to fits, or taking drugs affecting the cardiovascular or nervous systems, should not use hot tubs without first seeking medical advice.
- Pregnant women are advised to consult with their doctor before using a hot tub

Using the Hot Tub – practical advice please:

- **DO** Brush any mud/grit from your feet before entering the water
- **DO NOT** Use oils, soaps or any detergent in the water
- **DO NOT** Use glassware in the Tub.
- **DO NOT** Introduce mud, stones, sticks, grit etc into the water

- **DO NOT** Jump into the water or play ball games
- **DO NOT** Sit, stand or lie on the lid of the Hot Tub at any time; or allow children on the lid.

Very Important – Please Note

- You use the hot tub at your own risk
- We cannot be held responsible for your safety whilst you are using the hot tub
- You will be held responsible for any damage

The hot tub is strictly for the use of adults and children minimum 10 years old. Check with your GP that you don't have any medical conditions which may be effected by using the hot tub.

Smoking

There is strict no smoking policy at Gooseberry Field Campsite.

Personal belongings

Gooseberry Field Glamping takes no responsibility for the loss or damage of any personal belongings brought onto site. Please leave valuables at home.

Force Majeure

Gooseberry Field Glamping are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your Booking as a result of circumstances beyond our control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

Changes to T&Cs

Gooseberry Field Glamping reserves the right to change the terms and conditions related to the hire and use of the campsite without prior notification of current or future clients.