

Terms & Conditions - Gooseberry Field Glamping

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

Individual Bell Tent Bookings

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 - 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.

Booking Amendments

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 – Individual Bell Tents

No refunds are payable for individual bell tent bookings and are non-transferable.

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.

Cancellation Refunds

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

Check In & Check Out

On day of arrival check in is between 15:00 and 19:00. Check out is at 11:00 am on day of departure and we ask that bell tents are left clean and tidy. All pots / pans must be washed and dried before departure and any rubbish / recycling placed in the bins provided.

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 Policy

We operate a strict no noise policy each evening and ask that all guests keep noise to a minimum from 21:00. Although we are quite a way from other local residences, sound travels far at night and we ask you to respect our neighbour's peace and quiet. The use of amplified music is not permitted anywhere on site. 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, Camping 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.

BBQs and fires must be kept to a sensible size and supervised at all times. Should your bbq or fire pit get out of hand contact the campsite staff immediately.

Children must never be left unsupervised around the camp fire or BBQ.

Only the wood provided by Gooseberry Field can be used on the fire pits and heat resistant gloves are provided for the safe loading of logs. Please don't use the gas camping stoves until you have received instructions for their use from a member of the campsite staff. Only use if you are sure it is completely safe to do so.

Hot Tubs

There are x2 wood fired hot tubs at Gooseberry Field.

Our complimentary shared / communal hot tub will be lit at the discretion of the owners of Gooseberry Field Glamping. For 2 night bookings the hot tub will normally be available Saturday from 15:00 til 20:00 and for 3 night stays on both the Saturday and Sunday, also from 15:00 til 20:00.

The complimentary shared hot tub can not be used by anyone aged 9 or under.

Our second hot tub is a converted Victorian Carriage and is available for use when booked privately in conjunction with our Bohemian Glamping Bell Tent, giving exclusive use on the Saturday from 15:00 til 20:00. The private hot tub can also be used on Sunday 15:00 til 20:00 for 3 night stays by purchasing additional fire wood.

Advice & Guidance - All Hot Tub Users

Hot tubs 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 minimise the risks and a copy of our Risk Assessment may be seen upon application.

Our hot tubs are kept disinfected and our shared hot tub is emptied and cleaned every day it is in use. The private hot tub will be emptied, cleaned and filled with fresh water prior to your arrival.

We are confident there is no reason why our hot tubs 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 (4 people maximum).
- Children nine and under are not permitted in the hot tubs

- Children (and others) who are unable to keep their faces out of the water must not use the hot tub.
- All persons aged 10 to 17 years of age must be supervised when using the hot tub facilities.
- 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 immunosuppressed, 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:

- DO brush mud/grit/grass from your feet before entering the water.
- DO NOT use oils, soaps or any detergent in the water.
- DO NOT use glassware in or around the hot tub.
- DO NOT bring 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 to climb 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 10 years old of age or older.
- Check with your GP that you don't have any medical conditions which may be effected by using the hot tub.

Smoking & Illegal Substances

Smoking or the use of drugs is not permitted anywhere on site or the surrounding area where such activities may be associated with Gooseberry Field Glamping

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.