Brocklands Farm – Terms and Conditions

1. Bookings

- All bookings via our online system are **provisional** until confirmed by us via email. Your booking is confirmed only once your deposit or full payment has been received.
- To secure your booking, a **non-refundable deposit of 30%** (or full payment if preferred) is required. Full payment must be made **at least 60 days before your stay**. Bookings made within 60 days of arrival require full payment at the time of booking.
- Payment is accepted via **Credit or Debit Card** (Visa, Mastercard, Maestro, etc.) through a secure payment link. All payments are in **GBP**.
- If the balance is not paid by the due date, Brocklands Farm reserves the right to **re-let the property** and retain the deposit.
- Only persons **aged 18 or over** may make a booking. Brocklands Farm reserves the right, without explanation, to refuse or cancel any booking.
- Brocklands Farm reserves the right to **re-allocate** the tent booked if required.

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2. Price

- Prices on our website are **indicative**. The price confirmed in your booking confirmation is **final and binding**.
- All prices include **VAT**, unless otherwise stated.
- Brocklands Farm reserves the right to adjust prices on future bookings but **will not alter the confirmed price for bookings already accepted**.

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3. Arrival

- Check-in is from **3:00 pm**. Please inform us of your estimated arrival time in advance and **call 1 hour before arrival** so we can meet you at your tent.
- Guests must arrive **before 7:00 pm** to ensure adequate time for the tent briefing. This is essential to show you how to safely use the equipment within the tent.
- Parking is available in the designated area. Driving to the tent for unloading is at our discretion.

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4. Departure

- Check-out is by **10:00 am**.
- Please leave used towels and linens in the green laundry bags provided.
- Any damage or issues with equipment must be reported **before departure**.

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5. Cancellation & Refunds

- Deposits are **non-refundable** except where required by law.
- If you cancel more than 60 days before arrival, we will **endeavour to re-let the property**. If successful, you will receive a refund **less a £50 admin fee** and any difference in price between your original booking and the replacement booking.

- If re-letting is unsuccessful, cancellation charges apply as below:

Number of days before start of holiday that written notification of cancellation is received	The percentage of total booking value payable by the Customer
45 to 60 days	40% of the booking cost
30 - 44 days	50% of the booking cost
15 - 29 days	75% of the booking cost
0 - 14 days	100% of the booking cost

- In the event that Brocklands Farm must **cancel your booking**, we will notify you as soon as possible and refund all payments within 14 days.

We strongly recommend taking out **holiday insurance** to cover cancellation or other unexpected events.

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6. Visitors

- Up to **4 day visitors** are welcome. Please inform us in advance and provide their contact details.
- Day visitors must **leave the site by 10:00 pm**.
- Overnight stays by additional visitors are **not permitted**.

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7. Dogs

- Up to **2 dogs per tent per booking** are welcome. Dogs must be added during booking, and a **£25 supplement** per booking applies.
- Dogs must be kept under control and on leads at all times, **not left unattended**, and **not allowed on furniture or beds**.
- Dog waste must be bagged and disposed of in general waste bins. Failure to comply may result in **deduction from your security deposit**.
- Guests are liable for any damage caused by their dogs. Certain breeds may be restricted in line with government control rules.

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8. Noise & Behaviour

- Guests should minimise noise between **10:00 pm and 8:00 am**.
- Anti-social, unruly, or unsafe behaviour may result in **immediate removal from the site without refund**.

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9. Smoking & Fire Safety

- Smoking is **strictly prohibited** inside tents and on decks.
- Candles, fires, and other open flames must **not be left unattended**.

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10. Stag/Hen Parties

- Stag or hen parties are **not permitted**. Groups found booking for these purposes may be **asked to leave immediately without refund**.

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11. Security Deposit

- A **£150 refundable security deposit** is held on your payment card from 1 day before arrival until 5 days after departure.
- This covers damage, breakages, or failure to comply with the Tent Guide or Terms & Conditions.
- Brocklands Farm will notify you within 5 working days if any deductions are required.

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12. Responsibility & Liability

- Guests are responsible for their own safety, the safety of children, and any damage caused by themselves or their pets.
- Children must be **supervised at all times**.
- Use of facilities, including decking, walking trails, and farmland, is **at your own risk**.
- Brocklands Farm accepts **no liability for accidents, theft, loss, or damage** to personal property.
- We are **not liable for refunds or additional expenses** caused by circumstances beyond our control (force majeure), including war, terrorism, industrial action, flooding, natural disasters, epidemics, or other similar events.
- Adequate **holiday insurance** is strongly recommended.

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13. Complaints

- Please notify us **during your stay** if any issues arise. Complaints after your stay may be harder to investigate.
- Guests must submit post-stay complaints **within 14 days** for consideration.

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14. Accessibility & Special Requirements

- Guests must inform Brocklands Farm in advance of any **special requirements**, mobility issues, or medical conditions to ensure appropriate provision.

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15. Data Protection

- We process personal data in accordance with **UK GDPR**. Information provided is used solely for booking administration and communication.
- By making a booking, you consent to the storage and use of your data for these purposes.

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16. Emergency

- In case of emergency, contact **us immediately** or dial **999** for urgent assistance.