

# WATKINSONS FARM

## **Terms & Conditions**

Watkinsons Farm Glamping reserves the right to change their website ([www.watkinsonsfarm.co.uk](http://www.watkinsonsfarm.co.uk)), including prices and terms and conditions, without notice. We also reserve the right to refuse entry to the campsite, cancel bookings, or instruct people to leave the campsite, for any reason (e.g. due to adverse weather conditions, dangerous site conditions or inappropriate behaviour of the camper). Use of the Watkinsons Farm Glamping website constitutes acceptance of our Terms and Conditions and Privacy Policy.

## **Privacy**

Your contact and personal details may be kept by us for future mailings and news. If you do not wish to receive these, please let us know. You may also opt out of receiving emails at any time by contacting us at [admin@watkinsonsfarm.co.uk](mailto:admin@watkinsonsfarm.co.uk). On booking we ask for your address and phone numbers, so that we may contact you about your booking, it also helps in case of an emergency. We will not pass on your details to any third parties.

## **Booking**

Bookings can be made by completing the online booking form or by telephone. Please call 07769 033284.

Watkinsons Farm 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.

Payment is required upon booking and can be made via BACS, PayPal or Stripe. Confirmation of the booking will be sent by email once payment has been received.

## **Group Bookings - Exclusive site rental**

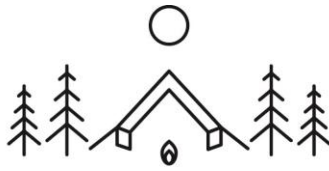
Group bookings of 3 or 4 tents need to be made directly with the campsite and not through the online booking system, please call 07769 033284.

Watkinsons Farm 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. The person booking, where they are booking on behalf of other people, is responsible for disseminating the appropriate information to those persons e.g these Terms and Conditions, to ensure they are fully aware of the nature of the

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campsite, Health and Safety issues, the wider woodland, the facilities and appropriate clothing/footwear required.

For group bookings 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 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.

## **Payment**

Payment is taken in UK Pounds Sterling only. Online payments can be made directly by BACS, via Paypal or via Stripe.

## **Changes to bookings**

If you need to change a booking, please let us know as soon as possible as we will always try our best to accommodate you. Where changes are possible there will be an administration fee of £25. If you roll over to another date for which a higher sum is charged, you will also need to pay the difference.

Changes must be made in writing/email by the person who made the booking. You cannot change a booking within 30 days of your arrival date.

## **Cancellation**

Please let us know as soon as possible if you need to cancel a booking. Any cancellation request must be confirmed in writing/email by the person who made the booking.

We will immediately try to re-let your booking and if successful will refund to you all monies paid, less a 25% cancellation charge. Unfortunately, if we are unable to re-let your booking, we will be unable to issue a refund. If cancellation is requested within 14 days of your arrival date, unfortunately we will not be able to offer a refund.

We strongly advise visitors to take out full holiday insurance to cover cancellations, public liability, personal belongings, and loss etc.

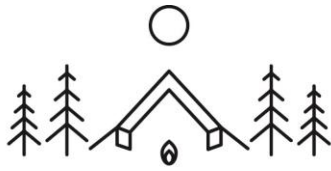
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In the unlikely event that we need to cancel your holiday due to unforeseeable circumstances, such as, but not limited to, extreme weather conditions, we shall inform you as soon as possible and refund all money paid to us, by you, within 14 days. Watkinsons Farm Glamping reserves the right to close the campsite in the unlikely event that unforeseen circumstances make, in our opinion, camping unviable. In these circumstances guests will be refunded proportionately for any period of their holiday untaken. Watkinsons Farm Glamping cannot accept liability or responsibility for any loss, including consequential loss caused by cancellation on our part.

## **Cancellation - COVID 19**

If we have to cancel your booking due to Government restrictions, we will offer a full refund.

## **Cancellation Refunds**

Any refunds owed following cancellations received in writing and confirmed by Watkinsons Farm Glamping, will be paid within 21 days. No refunds will be paid on incomplete bookings.

## **Check in and Departure Times**

Guests may check in from 4pm on the day of arrival. We recommend that you arrive during daylight hours. Check out is 10am on the day of departure and we ask that bell tents are left clean and tidy. All pots / pans must be washed in warm, soapy water and dried before departure and any rubbish / recycling deposited in the correct bins provided.

## **Children**

Watkinsons Farm Glamping is a wonderful environment for children and we encourage them to enjoy it to the full and explore the whole of our site. Please remember that they are however, your responsibility at all times. We would ask you to take particular care of them around the ponds, fires, farm machinery and in the woods.

## **Pets**

No pets are allowed on site.

## **Noise Policy**

We want all of our guests to enjoy their time at Watkinsons Farm and therefore ask that all guests be considerate to other campers and take good care of the tents and

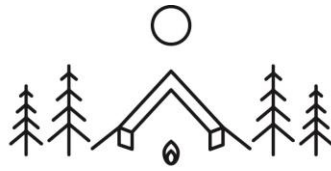
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facilities during their stay. All guests and any visitors agree not to act in any way which may cause disturbance to other guests. As a small and intimate site we request that noise is kept to a minimum after 21:00. The use of amplified music is strictly prohibited. If there are any complaints about your behaviour you will be given one warning. If you continue, then you will be asked to leave the site. No refund will be given.

Only one car, per tent is allowed in the glamping field. Any additional cars must be left in the designated car park at the farm yard (~500m away).

All tents, toilets, showers, kitchen, washing areas and the entire woodland are strictly **NO SMOKING**.

We ask that you leave your accommodation and the facilities as you found them. We understand that accidents do happen and request that we are informed of any breakages as soon as possible.

Should any facilities or equipment be damaged wilfully, as a result of inappropriate usage or behaviour, or as a direct result of failing to respond to instructions from Watkinsons Farm Glamping staff then you will be held responsible for the cost of repair or replacement of that item.

Watkinsons Farm Glamping cannot accept responsibility from any loss, damage, or expense arising from industrial action, terrorist activity, adverse weather conditions or any other event outside the control of the company.

By booking and coming to Watkinsons Farm you agree to be responsible for your own welfare, that of your children and any children you are responsible for as well as any other adults in your party. You also agree to take all reasonable precautions against personal injury, injury to others and damage to the woodland, facilities and tents, e.g. regarding litter and fire. Anything you bring to the campsite or wider woodland and any damage or loss to your possessions is at your own risk. You use the facilities and amenities at the campsite and wider woodland at your own risk, taking special care of the log burner and fire pits, and around the ponds.

## **Fire**

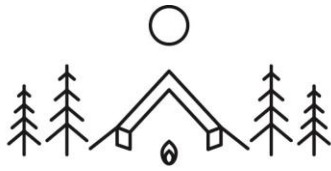
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Please be aware of the potential danger of fire - particularly in the drier months. Only wood provided by Watkinsons Farm Glamping may be burnt on site and fires may only be lit in the designated firepits which should not be moved. Fires must be kept to a sensible size and be supervised at all times. **Any other naked flames (including but not limited to candles, tea lights, heaters, and gas or oil lanterns) are strictly prohibited.** Children must never be left unsupervised around a fire.

## **Personal Belongings**

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

Watkinsons Farm Glamping accepts no responsibility from any loss or injury arising from being in the campsite, wider woodland (with ponds) or farmland. By booking and acknowledging these Terms and Conditions, you are aware of the risks, hazards, and dangers of personal injury in entering the campsite, woodland and surrounding farmland. Please remember this is a working farm.

Camping in England can mean dramatic changes in weather in a short period of time ("4 seasons in one day"). Whilst we supply certain facilities and equipment, as described in the inventory, it is still camping and you are responsible for your own wellbeing and comfort regarding appropriate clothing and footwear. In extreme weather conditions at the campsite, whether existing and / or forecast we will do our best to warn guests and give guests the option to move dates (subject to availability) without being subject to the cancellation policy administration handling charge, or loss of any monies. Please be aware that the tents are cotton canvas and in prolonged and heavy rain the tents may leak.

We reserve the right to ask guests who knowingly disregard campsite rules or behave in a manner which causes nuisance and distress to leave Watkinsons Farm immediately and without refund.

## **Illegal Substances**

The use of illegal substances is not permitted anywhere on site or the surrounding area where such activities may be associated with Watkinsons Farm Glamping.

## **Your Safety**

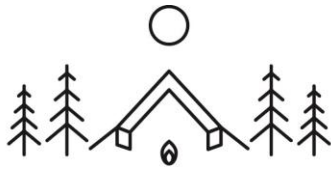
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Watkinsons Farm Glamping offers you the chance to camp in the countryside, but the freedom of this environment brings with it natural hazards, such as, uneven ground, low branches, ponds, insects, farming machinery, wildlife and limited lighting at night. We ask that you show necessary caution; in particular, the safety of your children is your responsibility at all times. We cannot accept liability for any loss, damage, accidents or personal injuries arising from your stay at Watkinsons Farm Glamping, including adverse weather conditions and other events beyond our control.

If you have any questions about your stay or require further information prior to arrival, please do not hesitate to contact us by calling 07769 033284 between 9am and 8pm, sending an e-mail to [info@watkinsonsfarm.co.uk](mailto:info@watkinsonsfarm.co.uk) or by using the 'contact us' form on the website.

## **Complaints**

In the first instance of a complaint, please contact Abi Holland so we can do our best to resolve your problem. Please address any correspondence regarding complaints to:

Watkinson Farm Glamping, c/o Barn Hey, Hall Lane, Lathom, Lancashire, L40 5UG.

Please note; complaints received more than 14 days after your departure date cannot be reliably investigated.

## **Disclaimer**

The information contained in this website is for general information purposes only. The information is provided by Watkinsons Farm Glamping and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this website.

Through this website you are able to link to other websites which are not under the control of Watkinsons Farm Glamping. We have no control over the nature, content

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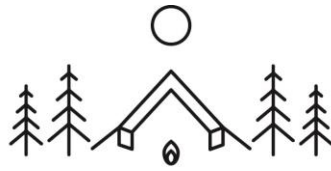
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and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Whilst every effort is made to keep the website up and running smoothly, Watkinsons Farm Glamping takes no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.

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