

## **Terms and conditions** Yurt, Tipi, Gypsy Caravan or Bell Tent

Completion of booking enquiry form does not constitute a booking. Once you have received a response from us confirming your reservation you will have a provisional booking. This must be confirmed by a payment of a 25% deposit. Details of how to pay can be found on the 'booking & contact' page of our website.

The balance of the full cost of the holiday is payable 6 weeks before the start of your holiday. At this time we would also request a refundable deposit of £50 to cover any breakages, damage or extra cleaning costs. This housekeeping deposit (less any deductions if necessary) will be refunded to you within 14 days of your departure.

Cancellations should be made in writing. We will try to re-sell the holiday, and depending on whether we are able to re-sell part or all of your holiday, we will refund part or all of your fee.

Wood for stoves and gas for cookers (where applicable) is provided. Extra wood for indoor stoves, and wood for pizza oven/chimineas can be found in the shelter – please make an appropriate donation towards the cost of extra wood. Please don't forage for wood – as our site is pretty small and our plants & trees are precious to us. Nearby woodlands are privately owned so the same rules apply there too – but you are welcome to bring wood purchased/foraged elsewhere. Please carefully read the stove information in your accommodation before using, and ask for help if necessary. Please only use the tea lights provided – no candles please.

Please take good care of your unit, and try to leave it as you found it. Please report any damage, loss or breakage immediately and we will endeavour to repair or replace the item as soon as possible. Sorry – smoking is not allowed in any accommodation or indoor areas. Ashtrays & butt buckets are provided outside.

Unfortunately we can't accept pets of any kind, but we can recommend a good kennel ([www.fordleymoorkennels.co.uk](http://www.fordleymoorkennels.co.uk)) less than 5 miles away, and a good cattery ([www.dawnsboardingcattery.co.uk](http://www.dawnsboardingcattery.co.uk)) just over 5 miles away.

We hope you thoroughly enjoy your stay, but if you have a complaint please let us know immediately so that we can do our best to resolve it.

Please be responsible and considerate when using the fire area – please keep the fire small and manageable, and if you are the last person to leave the fire area please ensure the fire is put out completely – using the fire bucket if necessary.

We have a selection of BBQs for our guests to use – please do not use any form of lighter fluid on site at any time. We have solid firelighters for guests to use – please ask. If you would like to use a disposable BBQ please raise it off the grass with a stand or a couple of bricks. Please bring your own charcoal as this is not always available on site. Please always light BBQs a sensible distance from tents, trees or long grass.

Please recycle your rubbish wherever possible. We've supplied a selection of bins for different types of waste – please help the environment and us by separating your waste and putting it in the appropriate bins.

Arrival time is 2pm and departure time is 10am. We can help with bags if required. All guests please report to reception on arrival. You'll find a welcome file in your accommodation with loads of info about the site and surrounding areas, with suggested places to visit, eat & drink – please read at your leisure, and if you find it helpful to take the file with you on days out please, return it.

Please note that Alde Garden is a compact campsite, with a strong sense of community among the guests. While we understand and delight in the fact that this encourages parents to allow their children a greater degree of freedom than they may otherwise have on larger campsites, we ask that parents maintain a suitable level of supervision both in terms of their children's behaviour and volume at all times. There are hazards on site (such as the logs which edge the pathways) which make lively games inappropriate, and there are no areas suitable for ball games. We have a small selection of circus skills toys, board games etc for guests' use, and there are a couple of lovely places nearby we can recommend for more physical activities.

Alde Garden are not liable for any loss or damage to guests' property, or any injury to any guests or visitors, unless it is found there has been negligence on behalf of Alde Garden. Parents should be responsible for their children at all times, and be particularly vigilant around the pond and fire area.

Alde Garden is a quiet campsite which appeals to people and families who enjoy tranquility, so we ask for noise to be kept to a minimum after 10pm. Persistently noisy guests or visitors who disturb our other guests will be asked to leave without refund. Displays of disorderly or abusive behaviour, or excessive intoxication will be treated in the same manner.

Please familiarise yourself with the information on the 'facilities' page of our website for more information about what is available on site.

Alde Garden reserves the right to refuse any booking without explanation. In these exceptional circumstances a full refund of any monies paid will be made.