

Terms and conditions (Badger Cottage)

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 is provided - extra wood will be brought to the cottage on request. 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 cottage before using, and ask for help if necessary.

Please take good care of your cottage, 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 of the 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) less than 5 miles away, and a good cattery (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.

Arrival time is 2pm and departure time is 10am. We can help with bags if required. Your key will be stored in the key safe next to the door to the cottage – the code to the safe will be emailed to you before your holiday.

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, and with the animals.

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 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.

Out of season guests (November – Easter) may enjoy the garden & animals during their stay, but some of the facilities may not be available during this time.

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.