

## Booking Terms and Conditions at Macbeth's Hillock

Before confirming your booking please read through our terms and conditions. If you have any questions please do not hesitate to get in touch with us by either phoning 07713518188 or emailing us on [macbethshillock@outlook.com](mailto:macbethshillock@outlook.com)

### Payment Policy

- To secure your booking we require payment in full at the time of booking. If you are booking more than 6 months in advance we will take a 50% deposit but please contact us directly on the number above to arrange this.
- All data collected is for the sole use of Macbeth's Hillock in relation to your booking and services provided. We will not pass on or sell your information to any third party.

### Cancellation/No-show Policy

- In the event of a cancellation or no show we do not offer any (either full or partial) refund. If more than 7 days' notice is given, at our discretion, we may allow the booking to be moved to an alternative suitable date subject to availability.

### Occupancy

- Our Witches Hut Glamping Pods will sleep a maximum of 4 persons and the persons occupying the accommodation shall not exceed this number.
- Unaccompanied children (under 18) are not permitted to stay in our pods. They must be accompanied by an adult over the age of 25. Children must be supervised at all times.
- Children must not be left unattended in the pods.

### Bedding

- You can hire bedding from us for your stay. If you do not wish to do this please remember to bring your own bedding, towels and pillows. Pre-booking bedding ensures that we will have bedding packs available for you if these are not pre-booked we can not guarantee that we will have bedding packs available.

### Smoking

- Smoking is not permitted in our Witches hut glamping pods at any time.

### Dogs/Animals

- Well behaved dogs are welcome on our site but must be kept under control and on a lead at all times.
- Dogs are not permitted in the field with livestock as even the most well-behaved dogs can trouble sheep and chickens.
- Owners must be responsible for dogs at all times and they must not be left unattended in the pods.
- All mess must be cleaned up and deposited in the bins provided.
- Only one dog is permitted per booking. Additional dogs may be added but this must be discussed with us before your stay.
- Any damages caused by your dog will be chargeable.

### Noise and Code of Conduct

- We expect all visitors to respect and look after the site and pods during their stay
- We also expect you to respect your fellow visitors and keep noise levels to a minimum after 10 pm.
- If you do not adhere to this or any warnings the police will be called.

### **Arrivals and Departures**

- You can check in from 3pm onwards. We ask that you let us know what time you expect to arrive so that we can greet you. If this is not possible the key will be accessible via a coded key box on the pod. Codes will be given to you before your stay.
- Please check out by 10 am. Late checkouts must be arranged in advance and cannot be guaranteed. Late checkout that has not been arranged will incur an additional charge. If checking out early please leave the key in the coded key box.

### **Cars on Site**

- Cars must be left in the car park at all times. Cars cannot be driven on the grass or parked next to the pods as we want to keep the site as child friendly as possible. Only one car is allowed per booking, unless by prior arrangement as parking is limited.

### **Cleaning**

- Guests are expected to leave the pods in a neat and tidy fashion. No rubbish is to be left in the pods, no food is to be left in the fridge, all dishes should be washed and put away. If anything is taken out of the pod we request that it is returned and not left outside.
- We reserve the right to charge the debit/credit card details given on booking an additional fee should the pods or outside equipment be left in an unsatisfactory condition or any damage has been caused.
- Please do not drop food waste outside as it attracts vermin.

### **Fires and BBQs**

- Campfires and barbecues are permitted but only in the designated area and the firepits provided must be used at all times.
- Only wood purchased on site may be burnt. This is for reasons of safety. Failure to comply with this will incur a £20 fine.
- Disposable barbeques are not permitted as they damage the grass. BBQ coals can be purchased from us for use in the fire pits.
- Care must be taken at all times when using the fire pits and all children must be closely supervised.
- The firepits must not be moved from the designated areas.
- Fire pits are used at your own risk and no responsibility will be taken for accident caused by irresponsible or misuse of the fire pits.
- Candles and fire of any sort are not permitted inside the pods.

### **Damages and Breakages**

- Please report any damages or breakages as soon as possible to the management.
- Any damage to accommodation, facilities, contents or grass/surrounding area will be charged for. We reserve the right to charge damages to the credit/debit card given on booking.

### **Countryside Safety**

- We are located in a rural location and are surrounded by working farms. Please stay within our site and take care at all times on roads and surrounding areas where farm machinery may be working. Please leave gates as you find them within our site and adhere to the countryside code at all times.
- Farming activities can occur in surrounding fields at any time and we take no responsibility for this. We have working farms around us and as such have no control over when they work or the activities that they carry out.

### **Additional**

- The owners and their representatives retain the right to enter the holiday accommodation at any time.
- Failure to comply with our terms and conditions mean you may lose your booking or your right to stay in the property. No refund will be given.

### **Complaints Procedure**

- We take all comments from guests seriously and in the unlikely event that you wish to make a complaint you can contact us in person whilst you are at the site where we will do all we can to rectify the situation. Alternatively, you can contact us by telephone or email.