

Bookings, Payments & terms & conditions.

Cancellation

The deposit payable upon booking is non refundable. Balance paid within 21 days. If you cancel your stay within 21 days of your arrival we will endeavour to re-let your accommodation. If we can re-let then we will refund any money paid, minus the deposit. If we are unable to do so, then we regret that we will be unable to refund any monies paid. We recommend that you have appropriate holiday insurance cover. In the unlikely event that we need to cancel your holiday we shall inform you as soon as possible and refund all monies paid to us, by you, within 14 days of notifying you.

Arrival and Departure Times

Check-in time is from 3pm, please let us know your approximate arrival time so we can meet you and show you around.

Please vacate by 11:00am on the day of departure, When ever possible we will try and offer you a later check out.

Noise and Consideration Towards other Guests

Guests agree to be considerate and to take good care of the tents and facilities during their stay. Guests agree not to act in any way which would cause disturbance to other guests.

Dogs and Pets

One well behaved friendly dog or pets allowed on site.

liability

Visitors are asked to take care at all times while on our property and we accept no liability for accidents, loss of property or personal injury incurred on site.

Smoking

Trentham House Glamping operates a strict NO SMOKING POLICY inside any of our Bell Tents and the kitchen area or toilets/shower area. But allowed in the fire pit area.

Number of people using the accommodation.

Under no circumstances may more than the maximum number of persons occupy the property. Admittance may be refused if this condition is not observed. The owners reserve the right to refuse or revoke bookings from parties which may in their opinion be unsuitable to occupy the tent.

All guests must adhere to The Countryside code

www.gov.uk/government/publications/the-countryside-code/the-countryside-code

Care of accommodation

The 'hirer' is responsible for leaving the accommodation as they found it in good order and in clean condition and for ensuring that all members of his/her party behave in a responsible manner in both relation to the property and the general neighbourhood during the occupancy period.

Authority to sign.

The person who signs to accept the terms and conditions on the Booking Form certifies that:

a). He or she is authorised to agree to Booking Conditions on behalf of all persons in the party.

b). The signatory is over 18 years of age

c). They agree to take responsibility for the party occupying the accommodation

- Come prepared with the right footwear (wellies or hiking boots for outdoors, and slippers or flip flops for inside the Bell.
- There is electricity in the Bell Tents, although mobiles and cameras can be charged in the Toilet shower area. Keep the kitchen area clean and tidy & never leave food out.
- Put all rubbish in the appropriate waste or recycling bins.
- Be careful with all fires.
- Let us know about any damage or breakages, accidents happen, but more serious damage will need to be charged for.
- Don't light any fire other than in designated areas.
- No smoking in the Bell tents.
- Don't leave any fire unattended.
- Don't use any lanterns or lights with naked flames other than those provided by Trentham House.
- Be prepared! Please bear in mind that a glamping holiday is still a camping holiday and therefore you will need to be adequately prepared for the unpredictable British weather. Bring plenty of warm clothing for cooler mornings and evenings and wet weather gear for rainy days. As the saying goes 'There's no such thing as bad weather, just the wrong clothing'.