

The Wonderful Woodland Bell Tent

When booking accommodation with The Woodland Retreat, The Plantation you are agreeing to enter into a binding contract with us.

References to 'us' and 'we' in these Conditions relate to The Woodland Retreat, The Plantation and references to 'you' or 'your' relate to the person making the booking and all members of that person's party. When we email confirmation of a reservation to you, we enter into a contract with you, which is subject to these Booking Conditions.

The Woodland Retreat, The Plantation, Maitri Clare Matthews accepts no liability for loss or damage to possessions and/or personal injury. In making this booking you are accepting full responsibility for yourself, you're booking party, your children and you are agreeing to abide by our Terms and Conditions, which can also be viewed in full on our website www.thewoodlandretreat.com

All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owners risk. The Woodland Retreat, The Plantation, Maitri Clare Matthews accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles. There are details on where you must park your vehicle on the website which you must read and understand before you come so you know exactly where you are going. We cannot guarantee someone will be here to show you where to park.

General Booking Information.

1. Booking Through Air BNB: You can make you're booking via airbnb.
2. Or via our **Booking Form: Please email us with the dates you wish to book and we will forward you a booking form with payment method.** If you make a phone booking we will complete the form for you.
2. **Booking Confirmation:** We will send you a booking confirmation via email. Please contact us if you do not receive this. Please check you're Booking Confirmation and notify us of any errors immediately. You must be over 18 year of age to make a booking
3. **Payment:** During the processing of your completed online booking form, your full payment must be processed via our accepted payment options unless otherwise agreed. Your payment is made in full and consists of a non-refundable deposit of 50% of the total booking amount. You have two (2) days in which your payment must be processed into our system from your bank or

financial institution if payment. If the payment money is not received in this time we reserve the right to cancel the booking.

4. The Bell Tent is let for holiday use only, for the time specified.

5. Cancellation or Changes by YOU: It is essential that you let us know immediately if you need to cancel you're booking. Please telephone us and then confirm in writing. If you cancel you're booking the following applies:

- 1 If you cancel more than 4 weeks before your arrival date you will lose your 50% of total non-refundable deposit payment. The remainder of any of your other payments made will be refunded.
- 2 If you cancel less than 4 weeks before your arrival date you will lose your full payment.

We will in all cases attempt to re-let your Bell Tent or Tent Pitch. If we are able to re-let for the whole period originally booked we will refund the balance of all payments less 25% (with a minimum of £20) administration fee and any credit or debit charges involved in payment process. If we are unable to re-let your Bell Tent or Tent Pitch the above conditions apply. If you book via a third party organisation and not directly via our website they may have additional terms and conditions related to you're booking. Please make yourself aware of these at the time of booking as they are in addition to our policy regarding cancellation.

6. Cancellation or Changes by US: Once we have issued you with a confirmation, we will do our very best not to make any changes or cancellation to you're booking. Sometimes changes do occur before or after bookings have been confirmed and very occasionally confirmed bookings have to be changed or cancelled. We promise to do all we can to avoid changes and cancellations but must reserve the right to do so.

Travel Insurance

We recommend insurance to cover cancellation, loss, damage or injury. As a small business we are not able to act as your insurers and re-arrange your stay due to your changes in personal circumstances.

Pets

We regret that pets are not permitted at The Woodland Retreat.

Arrival and Departure

Arrival time for The Bell Tent is between 16.00 and 20.00. The Bell Tent must be vacated by 11:00 am. Alternative times can occasionally be arranged on request via the office. Please let us know if you expect to arrive late or are delayed. If you do not contact us and you have not arrived by noon on the day following the booking start date we will treat you're booking as having been cancelled by you and you will not be entitled to any refund.

Noise Policy and Behaviour

We operate small scale quiet, relaxed and laid back retreat. All electronic music and percussion instruments of any kind are not aloud. Loud noise doesn't fit into the vibe of communal area. Here at The Woodland Retreat there are permanent residents so their fore we like to keep noise pollution to a minimum. We ask that campers please respect fellow residents and our local neighbours. There is a LOW NOISE POLICY from 21.00 around the site. We reserve the right to remove any campers who act inappropriately or do not follow our noise guidelines. We offer a low alcohol consumption space and vegetarian site. If you are going to drink alcohol please keep this to a minimum and in your bell tent not in the communal areas on the site.

Your safety

The Woodland Retreat site landscape include some slopes, rough terrain, trees, brambles and other natural hazards. Depending on the weather, conditions can be cold, wet, slippery or hot, dry and brittle. We trust that you appreciate we can take no responsibility for the weather conditions at the time of your visit. We recommend that you come prepared with suitable clothing and footwear, so that you can enjoy the charm of the natural environment in all its diversity. Adults are responsible for ensuring their own safety and the safety of any children in their care. You must also expect that at certain times of the year creatures such as wasps, mice, spiders, mosquitoes or ants may enter your bell tent.

By booking with The Woodland Retreat you are acknowledging that you are aware of the risks, hazards and dangers of entering the woodland.

The Woodland Retreat reserves the right to close the campsite in extreme or dangerous weather conditions. The decision to do this is entirely at our discretion. If this does happen and it is in the night you will be asked to take you're bedding and sleep in the main Shala building.

Our site are adjoining to neighbours. Please do not enter onto their land.

The use of gas cookers, gas heaters or naked flames is not allowed at any time in any of our bell tent whilst on the site due to fire and carbon monoxide poisoning. All cooking is to be taken place in the Cooking and cleaning facility. Provided.

Fire Safety Policy

It is your responsibility to read the fire safety procedures written in the folder provided in your tent, so you know what to do in the event of a fire. It is your responsibility to remove yourself and keep yourself safe.

The Car Parking places

There is one large car park designated for use of The Shala building. There is one car parking bay for your Bell Tent. Please find the onsite map for directions to your car parking slot the link and map is attached in this email. Please only stick to your allocated parking slot and the road allocated for your use. Please do not park anywhere else of the site. The main through road must remain unblocked at all times as this is an emergency exit. All guests and any additional guests visiting the campsite **may only park in the designated car park slot**. All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owners risk. The Woodland Retreat accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles.

Cleaning Policy

We ask that you leave your Bell Tent in a clean and tidy state upon your departure. It is a condition of your stay that you wash all cooking equipment and dishes used during your stay. Thank you for your co-operation.

Rubbish Policy

At The Woodland Retreat we have limited rubbish collection, so like many campsites we ask you to take home your rubbish with you. Rubbish bins are supplied with the bell tents, but you must remove your rubbish with you upon departure. We now provide limited re-cycling bins at both campsites for your use, however in peak times these may become full, requiring you must remove all rubbish. Group bookings that leave rubbish may forfeit an amount of their security deposit to pay for their rubbish removal.

Additional Day Guests

With prior approval it may be possible for additional guests beyond to visit the site between 10am and 10pm. There is a charge of £6 per guest. The maximum numbers allowed onsite at any one time is may preclude guests visiting.

The Warden

There will be a full-time warden at the Retreat. The warden will be charged specifically with ensuring noise is kept to a minimum during evening hours; cars are parked in the correct areas, retreat rules are adhered to; security of the campsite and surrounding areas; no electronic or amplified music is played . The warden will, where necessary, enforce the low noise policy. We ask for you and your guests to co-operate with our wardens. Please assist us be listening and adhering to the warden's instructions, directions and requests. It is a condition of you're booking that you agree to follow the directions of our wardens and staff.

Smoking

No smoking is allowed inside the bell tent or within The Woodland retreat facilities or on site.

General Agreements.

- 1 You agree to look after the Bell Tent. This means you must keep all furniture, fittings and effects, (inside or outside) in the same state of repair and condition as at the start of you're booking, and you agree to leave it clean and tidy. If you break these conditions we may make an additional cleaning charge and/or make a claim against you for repair or loss as a result of damage caused.
- 2 You are expected to show due consideration for other people, including other guests, local residents and our staff. If you abuse the property or display dangerous or offensive behaviour towards the staff, landowners or any third party, we may refuse to allow you access to the Bell Tent and property or ask you to leave before the end of the holiday. If this happens we will treat you're booking, as if it has been cancelled by you and you will not be entitled to any refund.
- 3 You are in a natural environment and as such you agree to respect all local flora and fauna. Any damage, wilful or negligent, will be taken seriously and may result in you and your party being requested to leave the campsite. In such cases we will treat you're booking as having been cancelled by you and you will not be entitled to any refund.
- 4 You must allow us access to the Bell Tent at any reasonable time during your stay.
- 5 The number of people using the Bell Tent may not exceed the number agreed when booking.

Firewood

You must supply your own firewood. **You must not collect firewood from the woodland area.** Fallen dead wood provides a natural habitat for many creatures. Please use only firewood brought by you onto site or as directed by our staff.

Special Requests

If you have special requests or needs, you are responsible for telling us at the time of booking. If you have a disability that may affect your stay at The Woodland Retreat please tell us before we confirm your booking. We will do our best to accommodate you but will let you know if we are not able to meet your needs.

WE SUPPORT THE COUNTRYSIDE CODE and ask all our guests to do the same.

Code for the public

Respect other people

- Consider the local community and other people enjoying the outdoors
- Leave gates and property as you find them and follow paths unless wider access is available

Protect the natural environment

- Leave no trace of your visit and take your litter home
- Keep dogs under effective control (dogs and pets are not allowed on our retreat site)

Enjoy the outdoors

- Plan ahead and be prepared
- Follow advice and local signs

Your Happiness and Satisfaction!

It makes us happy if you enjoy your stay with us! If you have any problems during your stay, please let the wardens know immediately so we can try and sort them out while you are here. If you have any complaints thereafter, please address them to

Maitri, The Woodland Retreat, The Plantation Ashlake Copse Road,
Fishbourne Isle Of Wight PO334EY.

The Woodland Retreat or their staff shall not be liable for any loss or damage to visitor's property, however caused. We accept no liability for injury sustained to any party whilst on our retreat site.

**The Plantation, Ashlake Copse Road, Fishbourne Isle Of Wight
PO334EY.**

LOVE OUR WOODS – PLEASE LEAVE NO TRACE