

## Booking Terms & Conditions

Before confirming your booking at Calder Farm please take time to read the information below. It includes vital information regarding cancellation policies and the amenities and services at the site, which will assist you with planning your holiday. The guest booking the stay must be 18 years of age or over

To secure your booking full payment is required at the time of the booking. We do not accept provisional bookings or deposits

Full refunds will be given for Covid-19 related cancellations. For any other cancellations or no-shows, we do not offer any (either full or partial) refund.

In the unlikely event of cancellation of your booking by us – if we are unable to provide the booked holiday and have to cancel before the holiday is due to start – you are entitled to a full refund of the money you have paid. You may also choose alternative dates.

We strongly advise you to take out the appropriate travel insurance so you can have peace of mind that your costs will be covered, should you need to cancel your stay for any reason.

The Pod must be left clean and tidy and cleaning products are supplied for your use. This includes the shower room, hob, microwave, sink area, crockery, cutlery, pans, utensils, and barbecue equipment. Bins need to be emptied and sorted into the recycling bins before your departure.

Calder Farm reserves the right to enter and inspect the pod at any time. If a pod is left in an unsatisfactory condition or deliberately damaged in any way, we reserve the right to charge costs to the payment method on booking.

Campfires are not permitted on site.

Fuel for our fire pits and barbecues must be bought from Calder Farm – guests' own wood or charcoal is not permitted. The fire bowl supplied may only be used in the designated areas for safety reasons.

There is a designated parking area next to the pod. Only one vehicle per pod except by prior arrangement.

We do not accept group bookings except by prior arrangement made directly with us. Please phone to speak about this prior to booking.

Guests self check-in at Calder Farm. There's a key safe on the front of the pod and you'll be sent the code a few days before arrival to let yourself in.

There is absolutely no smoking (including e-cigarettes) permitted in the pod or on the decked porch area. Do not leave cigarette ends on the patio or decking.

No cooking or fires are permitted on the wooden decked area.

Check-in is from 3pm. We ask that guests don't arrive early so we have time to prepare. We are unable to accept check-ins after 10pm.

Check out is up to 10.30am. Leave your keys in the key safe outside your pod. Late checkout may incur additional charges if not arranged in advance.

If you have a problem with your accommodation during your stay please advise us as we would like the opportunity to resolve it as soon as possible. Please let us know of any damage, breakages or maintenance issues that you come across.

We take all comments from our guests seriously and in the unlikely event that you wish to make a complaint you can contact us by phone or email and we will respond. We will try to resolve any issues as soon as possible.

We accept no responsibility for any loss or damage that may occur to your car or associated property whilst on Calder Farm site, except where such loss or damage has arisen as a result of our negligence or a breach of our duty to you.

Guests agree to inform the owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any item from the property. The owner may ask for reasonable replacement costs. Charges for damaged or missing items may be made to the payment card used at the time of booking.

Guests will find an inventory in their pod when they arrive. The inventory lists the items in each pod and the cost to replace missing, broken, damaged or melted items. Items not paid for before guests' departure will be charged, without prior notice, to the card used at the time of booking.

We expect all our guests to respect and look after the site and the pod. We also ask you to respect your fellow guests and keep noise levels to a minimum after 10pm.

Parents are responsible for their children, and children must be supervised at all times.

Calder Farm is a working farm and stables and there may be tractors and quad bikes moving at any time. There are areas on the site for children to play, but access to the main farm buildings and stables is not permitted due to safety risks. We take our Health and Safety responsibilities very seriously and ask visitors to respect our safety rules.

We work on the farm for most of the day and are present on the pod site several times a day. If you need anything text or call 07890 291075, 07759 979249 or 01200 447725

Be aware that at certain times of the year important jobs need to be carried out on the farm, such as slurry spreading and harvesting silage. These are vital to our working farm but sometimes cause smells and some noise (but are quite fun to watch!). Our horses graze on the fields adjoining the pod site. They can be quite inquisitive and might pop their heads over the fence to say hello but please don't feed them.

As a working dairy farm, there is often farm activity nearby and complete silence cannot be guaranteed!