

Henbont Holidays Terms and Conditions

Thank you for choosing to stay with us at Henbont Holidays. When you make a booking you are agreeing to enter into a binding contract with us on the Terms set out below.

1. Definitions

- **Lead Booker:** The person making the booking is responsible for all members of the group.

2. Booking and Payments

By booking, as Lead Booker, you are confirming you have read the T&Cs and information pages of our website and agree to abide by all terms.

- **Deposit:** A non-refundable deposit of 25% required to secure the booking.
- **Final Payment:** The full balance is due 6 weeks prior to arrival.
- **Cancellation Policy:**
 - If you wish to cancel the booking please email or message us immediately.
 - If the booking is cancelled 6 weeks or more then only the deposit is due.
 - If the final payment is not made 6 weeks prior to arrival the booking will automatically be cancelled.
 - If the booking is cancelled 4 weeks or more then 50% of the payment is due.
 - If the booking is cancelled in under 4 weeks the full payment is due.
- **Force Majeure:** If you are unable to come due to illness, bad weather conditions, travel problems etc or other circumstances beyond our control (e.g., pandemics, riots, natural disasters) there will be no refund. We therefore recommend you take out travel insurance to cover all eventualities.

3. Arrival and Departure

- **Check-in/Check-out:** "Check-In is between 4pm and 10pm on the day of your arrival. We may not have your accommodation ready if you arrive early but you are welcome to park and explore Henbont while you wait. Check-Out check out time is no later than 11am".
- **Late Arrivals:** Late arrivals can be accommodated but must be by prior arrangement and extra charges may be incurred according to the booking confirmation email.

4. Site Rules and Behaviour

We are a small relaxed family farm; we want you to have a wonderful experience here with us. To ensure the safety and happiness of yourself and others using the site we have some ground rules.

- Pets of any kind are not allowed on our site at any time.
- Our MAXIMUM speed limit is 5mph anywhere on the farm.
- Please ensure all gates are securely closed after you.

- Any children under 18 must be accompanied on site at all times.
- Quiet hours are 10 pm - 8 am no amplified music/speakers please.
- Do not enter any farm buildings at any time. There are dangerous machines and high voltage electricity in all of our buildings.
- The cabin and veranda are a smoke-free and vaping-free environment. A metal sand bucket is provided behind the cabin for cigarettes to be stubbed out in.
- **Waste/Recycling:** Please follow the rules on separating waste.
- Please leave the site clean and tidy as you found it.

5. Safety and Facilities

- **Wood burner:** There is a wood burning stove in the cabin and a wood fired hot tub which is used at the user's risk. An initial amount of firewood is provided for either of these. Please do not light any other open fires. There is a fire pit/barbecue stand available to use and an initial amount of good quality locally made charcoal is provided. Further supplies of wood or charcoal can be purchased at a reasonable cost from Henbont Holidays. Please do not use disposable barbecues.
- **No candles:** Please do not use any candles in the cabin or the woodland.
- **Fire safety:** There is a fire extinguisher and fire blanket in the cabin. Please tell us if you use either of them or if the carbon monoxide detector / fire alarm goes off.
- **Hot Tub:** Use of hot tubs is entirely at the risk of the user. Please ensure you read our Hot Tub Safety Rules in the Welcome Pack before using the Hot Tub.
- **Breakages and Damages:** Please let us know as soon as possible about any breakages or accidental damage so we can sort this out for you and/or our next guests. We do not take a deposit but may make a reasonable charge for the cost of replacements or repairs. Any damage to equipment must be paid for.
- **Smoking/Fire:** Strictly no smoking inside the cabin.
- **Parking:** Vehicles are left at the owner's risk.
- **Emergency:** Please call 999 in the case of a medical or fire emergency.

6. Liability and Data

- **Limitation of Liability:** No liability to the Group Members is accepted in respect of damage to or loss of personal property.
- **Privacy Policy:** Please see our Privacy Policy on our website.

7. Problems or complaints

We hope that you will have a lovely stay at Henbont Holidays. If you have any problems or complaints, please contact us immediately so that we can try to resolve the issue.

Henbont Holidays reserves the right to make changes to our prices and terms and conditions from time to time. However, prices at time of booking will not be altered after booking.