



Bowrundel Lifestyle- The Paddock **Terms and Conditions**



1. Bookings are not confirmed until a non-refundable deposit of 50% has been received. Dates will be held for 48 hours upon booking request, after which if no deposit has been made the dates will be released.
2. The remaining balance is due four weeks prior to arrival. If payment is not received before this time with no contact having been made, the booking will be cancelled, any deposit retained, and dates released.
3. Cancellations more than one month prior to arrival will lose any deposit paid. Cancellations with less than one month's notice will only be refunded if the tent is rebooked and any refund will be subject to the loss of the deposit.
4. We hold an additional damages deposit (of £150 for a safari tent stay, £100 for a bell tent stay) to cover any lost items, damages or cleaning, additional to the usual change over requirements, which may occur during your trip (this could include soiled bedding/seating areas, dirty kitchen-ware or fire pit grills etc). This deposit is due three days prior to your arrival. The deposit will be refunded in full within 48 hours of your departure, providing no damage has ensued. We reserve the right to withhold this money to cover costs for any damages incurred. We understand that sometimes accidents happen and ask that you inform us as soon as possible if this is the case.
5. Bookings are not transferable.
6. We welcome families, couples and groups but we reserve the right not to accept bookings.
7. You must be over 18 years old to make a booking and to stay on our site without other adults.
8. You are welcome to check-in from 3pm and must vacate the site by 10.30am on the day of your departure.
9. We reserve the right to terminate your stay immediately in the event that you or those in your party are in breach of these terms and conditions. In the event that permission to stay has been terminated no monies will be refunded to you.
10. Monies will not be refunded if you or members of your party fail to arrive, or cut your stay short, whatever the circumstances.
11. The number of guests occupying each tent must not exceed that requested on your booking form.
12. All facilities, including fire pits and the play area, are used at your own risk and Bowrundel Lifestyle take no responsibility for any injuries caused.
13. We aim not to cancel any bookings but in extenuating circumstances may need to- if this is the case, we will repay the full amount of any payment made with regards to your booking, but no other compensation.
14. We will do our utmost to ensure that all facilities are available to you during your stay. In the unlikely event these are not available, no liability will attach to us, and any refund is up to our discretion.
15. We are a family site, and in view of other guests and our surrounding neighbours, please keep noise to a minimum between the hours of 10pm - 7am.
16. No parking of vehicles in The Paddock- we have allocated parking facilities just outside of The Paddock itself. One electric charging vehicle point is reserved for electric vehicles only and subject to an additional charge.
17. When driving to and from The Paddock, please be respectful of all others and do not exceed speeds of 5 mph.
18. Dogs must be kept on a lead at all times. They must not be left unattended in the tents at any time, and we ask that you keep them off the furniture. Bins are provided around The Paddock so please ensure you pick up after your dog, at the respect of the wildlife and other guests.
19. All of our accommodation is non-smoking. Please do not smoke in or anywhere near the tents or communal areas such as The Old Stable facilities block, play area and nature trail. Littering due to smoking will not be tolerated- please dispose of responsibly. We reserve the right to withhold monies from your damages deposit in the event of any littering.
20. Fire pits are provided for all tents and must be used responsibly, at the risk of you and your party, and cannot be moved around the site. Children must be accompanied at all times in the vicinity of the fire pits. Only logs provided by us may be used (if you wish to purchase more than the one net provided, please contact a member of the team).
21. Candles/open flames are not permitted in any of the tents.
22. If staying in one of our bell tents, cooking is not permitted inside the tent. We ask you to use the decking area where an electric power point is provided to facilitate the plug-in table-top hob.
23. At certain times of the year, there may be sheep in the neighbouring fields. Please respect the animals and do not allow dogs or others to distress them. Please do not enter other fields aside from The Paddock and the allocated parking area.
24. As the nature and wildlife around The Paddock can change so quickly, we reserve the right to make amendments to our terms and conditions at any time. In the event of this, we will inform you of any updates.