



## **Terms & Conditions**

Wild With Nature reserves the right to change the website, including prices, terms and conditions without notice. We also reserve the right to refuse entry to the sites, cancel bookings, or instruct people to leave the sites for any reason (for example due to inappropriate behaviour, dangerous weather or site conditions). Use of the Wild With Nature website constitutes acceptance of our terms and conditions and privacy policy.

### **Privacy**

Our full privacy policy is available on our website at [www.wildwithnature.co.uk](http://www.wildwithnature.co.uk)

### **Booking**

Wild With Nature takes bookings from people over 18 years of age. Bookings can be taken by phone, email or via our website.

The minimum booking is for 2 nights, or 3 nights over bank holidays.

Confirmation of the booking will be sent by email after we receive your deposit.

### **Payment**

On booking we take a 50% deposit via Stripe or BACS. The balance is payable six weeks before your visit; a balance reminder will be sent and should be paid within 7 days. If you book within six weeks of visiting full payment will be taken on booking.

Bookings will not be confirmed until all money has cleared through our bank.

### **Changes to bookings**

Please let us know as soon as possible and we will endeavour to help and accommodate any changes you wish to make.

### **Cancellation by you**

Any cancellation must be requested by email from the person who made the booking.

If a cancellation is made at least 6 weeks before arrival then a full refund is given.

Cancellations from 6 weeks to 2 weeks before arrival will be given a 75% refund.

Cancellations within 2 weeks of arrival will not be refunded unless we are able to re-let your booking; if this occurs we will give a 75% refund.

**We recommend you take out holiday insurance to cover illness, cancellations and accidents at the very least.**

[enquiries@wildwithnature.co.uk](mailto:enquiries@wildwithnature.co.uk)    01953 525325    [www.wildwithnature.co.uk](http://www.wildwithnature.co.uk)

**Manor Farm, Rocklands Road, Shropham, Norfolk, NR17 1DX**



### **Amended terms for 2020 season**

For holidays booked and taken in 2020 we have amended our payment and refund policy. We will take a 50% deposit on booking as usual but the balance is not due until 14 days before arrival. If you cancel up to the balance being paid we will give a full refund. If you cancel within 14 days of arrival we will give a 75% refund. If the government imposes any restrictions on travel, staying away from your main residence or if lockdown is imposed again we will give you a 100% refund; alternatively you may change your booking to another date for no charge.

We will be adhering to government guidelines on cleaning to limit the risk of Covid-19 to us and our guests. We have reduced the amount of kit in each unit so as to make cleaning more manageable between changeovers and we will ask guests to strip their own beds prior to leaving.

**Please tell us if you become unwell with symptoms of Covid-19 during your stay as we will need to deal with cleaning and bedlinen in a different way. If you come unwell you will need to leave the site with other members of your party, return home and self-isolate. We cannot give any refund in this instance.**

### **Cancellation by us**

In the event that we need to cancel your holiday due to unforeseeable circumstances, such as, but not limited to, extreme weather conditions or ill health, we shall inform you as soon as possible and refund all money paid to us, by you, within 14 days.

Wild With Nature reserves the right to close the glampsite in the unlikely event that unforeseen circumstances make glamping hazardous. In these circumstances guests will be refunded pro rata for any period of their holiday untaken. Wild With Nature cannot accept liability or responsibility for any loss, including consequential loss caused by cancellation on our part.

[enquiries@wildwithnature.co.uk](mailto:enquiries@wildwithnature.co.uk)    01953 525325    [www.wildwithnature.co.uk](http://www.wildwithnature.co.uk)

**Manor Farm, Rocklands Road, Shropham, Norfolk, NR17 1DX**



### **Arrival and Departure Times**

Check in is usually at Manor Farm between the hours of 3-7pm; on occasion we may ask that you self-check in at your hut. Self check-in is also possible if you plan to arrive after 7pm. In all cases we will provide full directions prior to your arrival.

Check out time is 11am and we ask that you leave the hut clean and tidy, beds stripped, washing up put away and all rubbish placed in the dustbins behind the hut or Nest.

### **Damages and Security Deposits**

If the Lakes is booked for exclusive use we will take a security deposit of £100 per unit hired. This will be taken by card on arrival. We aim to refund this within 5 working days assuming that no deductions have to be made for extra cleaning or breakages.

Small accidental damages or breakages will not normally be charged but please report all damages to us before you leave.

Should any facilities or equipment be damaged wilfully, or through inappropriate use you will be held responsible for the cost of repair or replacement of that item.

### **Liability**

Wild With Nature cannot accept responsibility for any loss, damage or expense arising from industrial action, terrorist activity, adverse weather conditions, acts of government, pandemic or any other event outside the reasonable control of Wild With Nature.

Wild With Nature accept no liability for theft, loss or damage, of whatever nature, during or as a result of a stay here.

### **Your Safety on the Site**

You are coming to stay on a working farm, which has its own natural hazards and an array of wildlife that you need to be mindful of. Uneven ground, long grass, limited lighting, mud, dust, wildlife and insects may all cause problems at certain times of the year.

Your stay will be enhanced if you bring suitable clothing and footwear to allow for the changeability of the British weather.

[enquiries@wildwithnature.co.uk](mailto:enquiries@wildwithnature.co.uk)    01953 525325    [www.wildwithnature.co.uk](http://www.wildwithnature.co.uk)

**Manor Farm, Rocklands Road, Shropham, Norfolk, NR17 1DX**



Honey Pot Meadow is for adults only, or for adults with babes in arms; the Lakes is for adults and children aged over 5 years. We do not feel that the Lakes is appropriate for younger children as there are no barriers between the accommodation and the water's edge, but ultimately the decision rests with parents as to whether they wish to bring young children.

Some of the guest equipment, including the BBQs, pizza ovens, wood burners and hot tubs may cause injury if misused. Please ensure you read the operating instructions carefully before using, and ask for help if unsure. Children must be supervised at all times.

By booking and coming to Wild With Nature you confirm that you understand the natural hazards of the site and agree to be responsible for yourself, your children and any children you are in charge of and to take all reasonable precautions against personal injury, injury to others and damage to the woodland, facilities and accommodation.

We will ask you to sign a disclaimer to this effect on arrival. A copy of this can be found on our website.

### **Site Regulations**

We do not allow fireworks or sky lanterns at Wild With Nature.

If conditions are particularly dry then we may prohibit the lighting of campfires due to the risk of fire.

Only wood provided by us may be used in the wood-burners, hot tubs and fire pits however you may bring charcoal to use on the fire pits.

Please respect the natural environment around the sites and abide by the Countryside Code - leave gates as you find them, and leave no trace on the land.

Unfortunately we cannot accept dogs. We are dog owners ourselves but as part of our planning conditions we are not allowed to have dogs on site so as to protect local wildlife.

If you are asked to terminate your stay due to abuse of site regulations, inappropriate or unsafe behaviour then no refund will be given.

[enquiries@wildwithnature.co.uk](mailto:enquiries@wildwithnature.co.uk)    01953 525325    [www.wildwithnature.co.uk](http://www.wildwithnature.co.uk)

**Manor Farm, Rocklands Road, Shropham, Norfolk, NR17 1DX**



### **Customer Complaints and Suggestions**

If you are not entirely happy with your stay, please speak to either Rebecca or Andy, or email us at [info@wildwithnature.co.uk](mailto:info@wildwithnature.co.uk) and we will endeavour to deal with any problems. If you are not satisfied with any aspect of your stay it is best to raise the issue before you leave as it can be difficult to resolve after a period of time has elapsed.

We welcome feedback along with any ideas or suggestions you may have as to how we could improve our site for future guests. We appreciate reviews (especially positive ones!) so please leave one on our website, on Google or your booking platform. Please also like us on Facebook and follow us on Instagram @wildwithnaturenorfolk.

[enquiries@wildwithnature.co.uk](mailto:enquiries@wildwithnature.co.uk)    01953 525325    [www.wildwithnature.co.uk](http://www.wildwithnature.co.uk)

**Manor Farm, Rocklands Road, Shropham, Norfolk, NR17 1DX**