**Enchanted Valley Yurts**

*Tregrove Farm, Lanreath, Looe, Cornwall PL13 2NY*

*Tel 01503 220880 Email* *amanda@enchantedvalleyyurts.co.uk*

**Terms and Conditions**

We are a small family run business tucked down in a little valley; the fields where the yurt camp is situated are managed for wildlife therefore the terrain is uneven with natural springs creating small streams and wet areas. Please bring suitable footwear; wellies are great all year round and are easily removed before entering the yurts.

Safety is important to us. So you can enjoy your stay please be responsible for supervising children especially around stoves, campfires and animals.

**Bookings and Payments**

A deposit of 25% is required to make a reservation. The final balance is payable no less than 4 weeks before your stay, we will send you a reminder.

 If the final balance has not been received by this time we reserve the right to cancel your booking and retain your deposit.

**Cancellations and Refunds**

We realise plans change and sometimes you may wish to cancel your holiday in which case we will do our very best to re-let your booking. If we are able to do so we will refund the cost of your holiday less 10% admin charge. If you cancel within four weeks of the holiday the deposit is not refundable.

We recommend you take holiday cancellation insurance to cover the loss of the holiday should we not be able to re-let.

In the unlikely event of the yurts not being available due to fire, flood or unforeseen circumstances we will refund the full cost of the holiday.

We cannot accept liability or responsibility for consequential loss in such circumstances.

Should guests behaviour be completely unacceptable to ourselves/other guests we reserve the right to ask the offending guest to leave immediately without refund.

**Breakages and Damage**

We would ask you to let us know as soon as possible of any breakages or damage so they can be repaired or replaced. You will be responsible for any serious damage or breakages occurring during your stay but we do realise small things do happen.

**Dogs**

Except for service dogs we are not permitting dogs this year, this may be reviewed in future years depending on the livestock on the smallholding.

**Noise**

We do not allow amplified music on the campsite. We are in a peaceful valley but sound will travel up and we are keen not to intrude on the peace of surrounding farms and neighbours although they cannot be seen.

**Fire safety**

Please do not leave wood burning stoves and camp fires alight and unattended. Never hang anything on or close to the fireguards.

Please do not have any naked flames in the yurts.

Fires will not be allowed in high winds.

No smoking is allowed in the Yurts or buildings.

**COVID-19**

For bookings taken this summer we have reduced our deposit to 20% with the final balance not due until 10 days before arrival.

If another lockdown happens and we are unable to accommodate your holiday or you have to cancel due to self-isolation we will rebook your holiday at a later date if required. Otherwise we will refund the cost of your holiday less the admin charge required by a booking agent.