

FYNE GLAMPING BOOKING CONDITIONS

When booking with Fyne Glamping you are deemed to have read and agreed to the following terms and conditions.

Booking and refund policy

We operate on a two night minimum stay.

To secure your booking we will take a 25% deposit that is refundable up to 30 days before your stay, after which the deposit is non-refundable. The remaining balance will be due 10 days before arrival and is also non-refundable.

If you need to change dates due to unforeseen circumstances then we will work with you to find a suitable date so you don't lose your deposit.

Payment can be made via Bank Transfer or debit/credit card (small surcharge for card transactions).

When you make a booking a confirmation email will be sent to you confirming the accommodation, dates, times and payment details for your holiday. Booking and payment is considered the establishment of a legal contract. Failure to pay the rental fee by the due dates will constitute a cancellation of the booking by the hirer.

In the event of us being unable to fulfil the booking, we shall use our best endeavours to arrange alternative accommodation of an equivalent type. If we are unable to do this or it is not acceptable then we shall refund your payment in full.

Whilst we agree to friends/relatives visiting you at your pod, the maximum occupancy rate cannot be exceeded and any contradiction will be considered a breach of contract and we reserve the right to terminate your holiday without refund.

Check In / Out times

Check in is 4pm and check out by 11am unless we have agreed a later time.

Smoking

Strictly no smoking or vaping is allowed inside the pods. Anyone who smokes outdoors is responsible for disposing of their cigarette butts in a clean and tidy manner.

Liability

No responsibility is accepted by Fyne Glamping for any accident, injury or mishap to persons while occupying the pods, or whilst engaged in an activity therefrom. We cannot be held responsible for any temporary or unexpected condition of the pods or its services (water and electricity) as a result of extreme weather conditions or other factors outside our control.

Parking is provided free of charge next to your pod. We cannot be held responsible for any damage or theft in relation to your vehicle.

Complaints

Any complaints must first be referred to us during the booking period to allow remedial action to be taken as soon as possible. It is essential that guests contact us as soon as reasonably practicable.

Noise

We love good music, especially around a campfire or whilst you are in the hot tub. However, we don't allow any amplified music during the quiet time between 10.30pm and 8am. Any music during this period should be lowered and not disturb any other guests or residents of the area.

Breakages

We accept accidents happen, however in the event of any breakages please let us know immediately in order that these can be replaced for you and our next guests. We reserve the right to charge for any valuable items broken and in particular, any items that will affect our ability to operate.

Keys

If keys are lost or stolen then you must let us know. A charge of £20 will be made for replacement keys.