

## **Terms & Conditions**

### **Arrival and Departure**

Tents are available from 3.00pm on your arrival and should be left clean and tidy by 10am on your departure to allow us to prepare for the next guests. During the low season, we may be able to offer an early arrival or later departure, subject to availability, however we cannot guarantee this. Guests are welcome to leave luggage in the oak frame prior to arrival or for collection on departure.

### **Occupancy**

The property may only be occupied for the purpose of a holiday and by the agreed number of the guests at the time of booking. If you wish to amend the number of guests in your party, this must be agreed in advance of your stay. When booking please confirm the number of guests (including infants) either by letter or email. We reserve the right to refuse entry to the entire party if this condition is not observed. No visitors are permitted to the site and the facilities are for residents only.

Camp de Reves caters mainly for families, couples and small groups and it is the right of Camp de Reves to refuse large group bookings if we feel that this may be of detriment to other guests staying on the site.

### **Guests Obligations and Responsibilities**

#### **The guests agree:**

To keep the tent and its fixtures and fittings in the same condition and repair as on arrival.

Keep noise to a minimum between 10:00pm – 7am. To keep music to a minimum noise level, so the noise does not travel beyond the booked tent.

Upon departure to strip all used beds and leave linen and towels in the shower unit.

To leave crockery and cutlery clean and in the same space you found it.

To leave the bbq clean.

To pay for any damage or loss however caused (excluding reasonable wear and tear) incurred during the occupation. All breakages and any damage must be reported to us before the end of your holiday and you undertake to reimburse for the same where necessary.

Not to cause nuisance or annoyance to occupants of any nearby property.

If in our opinion, any guest is not suitable to continue their occupation of the property because of unreasonable behaviour, damage, nuisance to other parties, this agreement may be terminated

If damage caused results in the property being unfit for occupation to subsequent guests you shall be liable for the loss of rental income and any other related losses.

### **Smoking/Fires**

Smoking is not permitted in the tent, tent decking or oak frame.

No fires are permitted on the site other than the provided fire pit and pizza oven.

### **Dogs & Pets**

Guests' dogs and other pets are not permitted on the site (excluding guide dogs) for the sake of other guests. However, please note that the owners do have a very friendly labrador-cross called Chillie who may be on site at times with the owners.

### **Assumption of Risks**

Whilst we take great care to keep you safe, accidents can happen and we are not held responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to supervise children within your booking. If you notice that any equipment looks faulty and/or unsafe you must inform the owner as soon as possible. Please do not allow children in the laundry room for their own safety. Please ensure that the notices which restrict access to planted areas are adhered to for safety reasons and to protect the nesting birds, insects and wild flowers. Please do not pick any of the wild flowers or fruits as some may cause irritation and maybe poisonous e.g fox gloves. We strongly recommend that you take out travel insurance against the risk of accidents and your stay being cut short.

### **Our Liability**

We shall not be responsible for any loss or damage or theft to any belongings or injuries sustained by you or any member of your party. We reserve the right to cancel your booking at any time and the total liability will be to refund to you all sums which you have already paid.

### **Force Majeure**

Force majeure on the side of Camp de Reves exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Camp de Reves including threat of war, staff strikes, blockades, fire, floods and other disruptions or events.

### **Right of Access**

You must allow us and our representatives' access to the property at reasonable times for the purpose of inspection, or to carry out any repairs or maintenance.

### **Encountering a problem**

We hope you will never have any cause for complaint but in the event that a problem occurs please contact us as soon as possible while you are at the tent so that we can make every reasonable effort to assist you and to resolve the issue.

### **Privacy**

The information supplied in the booking process will be stored on computer for the purposes of future distribution to you of our advertising material (if consented to) and under no circumstances will be passed on to a third party.

### **Placing a Booking Request**

The booking process used on this site is a 'request' for accommodation only. Completion of the booking request process does not guarantee availability of the tent or of the price quoted, which is provided here only as a guide.

Upon submission of your booking request, if the facilities that you requested are available and the amount quoted in the guide price provided during the booking process is accurate your account will be debited. If for any reason, the facilities that you requested are not available, or there has been a variation in price, we will contact you and advise you of the details and suggest alternative arrangements and confirm costs. If you accept the proposal then your account will be debited to the newly agreed amount.

On receipt of the deposit, a booking confirmation email will be sent to you within 4 working days, containing the details of your stay and of payments made and due. If you have not received your booking confirmation within the specified time, please notify us as soon as possible. Payments can be made by bank transfer, cheque (made payable to Camp de Reves Glamping Ltd) and debit card or credit card (via our booking link) (we do not accept American Express). It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.

The dates of your booking will be held upon payment of a non-refundable deposit of 30% or payment in full. Any booking less than 8 weeks in advance of your check in date must be paid in full immediately.

Where a deposit has been paid, full balance payment will be due 8 weeks in advance of your check in date and a reminder will not be sent. If you are unable to pay the balance before the stated due date, you will forfeit your deposit and your booking may be cancelled

Your accommodation provider is Camp de Reves Guernsey Ltd. We do not operate as a franchise or use a marketing partner. Our business is privately owned and operated. We are not bound by obvious printing errors and should you want any further clarification about our terms of business then please email [enquiries@guernseyglamping.com](mailto:enquiries@guernseyglamping.com)

### **Booking Conditions**

The contract is for a short term holiday rental. A contract is only entered into once the deposit has been processed and a letter or email of confirmation issued. Additional guests can only be accepted by agreement after this date.

Camp de Reves Guernsey Ltd only accepts bookings from persons over 18 years of age and reserves the right, at all times, without statement of reasons, to refuse a booking.

### **Cancellation**

In the event that you need to cancel your booking, please advise us by email on [enquiries@guernseyglamping.com](mailto:enquiries@guernseyglamping.com) or posted to Camp de Reves Guernsey Ltd, Rue du Paysans au Val, St Peters, Guernsey GY7 9JY.

All monies paid for a holiday (deposit and balance) are non-refundable. If the booking is cancelled prior to the final balance becoming due, the deposit will be retained. If the final balance has been paid we will do our utmost to relet as much of the rental period as possible. If we are successful in re-letting the tent for the whole period, we shall refund all monies paid less an administration fee of £50. If we are successful in re-letting the tent for part of the period, or for less than the full rental amount we shall refund an amount equal to the money paid by the new guest, less an administration fee of £50. Non-payment of the balance by the due date will be construed as a cancellation by you. We strongly recommend you take out appropriate cancellation and delayed travel insurance. Please note that strong winds can affect the ferry service and fog can cause flight delays to the Island.

### **Cancellation by us**

We reserve the right to cancel your booking at any time in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking of the property. However we will not be liable for any loss incurred by you as a result of the cancellation.

### **Prices**

The prices featured on the website are not binding; Camp de Reves reserves the right to modify these prices. At the time of booking you will be informed of the prices applicable. The price stated on the confirmation email is binding.

Prices are per tent which sleep a maximum of six people. Rental prices include WiFi, electric, water, bed linen & towels (including beach towels). Cots and highchairs are complementary and need to be hired at the time of booking as they are limited in number. Prices do not include washing and drying facilities or shop items.

### **Booking Amendments**

If you need to amend your booking dates we will do our utmost to assist you in transferring the start/finish date of your stay subject to suitable availability. We reserve the right to alter which tent guests will be booked into prior to arrival so that guests occupying more than one tent could be placed next door to each other, will be notified in advance should this be required.

### **Medical Insurance**

Please remember that there is no NHS in Guernsey and no reciprocal healthcare agreement with the UK. In addition, since Guernsey is not part of the EU, the E111 or EHIC cards which entitle carriers to reduced cost or free medical care are not valid here. Hence it is important that you take out medical insurance for the period of your intended stay.

**All persons using the site are expected to be aware of these conditions.**