

# Terms & Conditions

- Your booking gives you sole use of the Roundhouse, woods and adjoining field.
- To secure your dates full payment is required in advance. *Please see cancellation policy below.*
- Arrival times vary depending on your booking option. These must be adhered to unless otherwise arranged with us.
- This is a tent only site. There is no camper van or caravan access.
  - NB it takes approximately 5 mins to walk to the woods from the carpark & longer with kit up-hill on the way out!
  - Extended evening use may be available, only by prior arrangement with Susanna
- All bookings require a refundable deposit of £125 for cleaning and damages.
  - This is refundable after your event as long as no damages or clear-up charges are claimed by us. Any damages incurred above the £125 will be invoiced by us directly to the hirer after the event.
- You must complete and sign a site hire induction session with Susanna before using the woods. Please allow 30 minutes for this before your event begins/the rest of you group arrives.
  - You are responsible for your group's behaviour, health and safety, and first aid when on site. All accidents or near misses must be reported to us within 24 hours.
  - We have public liability insurance.
  - We recommend you have your own events insurance. Please email a copy to [susanna@strodevalleyorganics.org](mailto:susanna@strodevalleyorganics.org)
- Seasoned firewood is available at an additional cost of £8 per bag (approx 70l)
  - Any firewood use will be taken out of your deposit after the event.
  - You are welcome to bring your own wood - No pallets or wood with nails, paint, chipboard etc please, only clean firewood.
  - Wood **cannot** be harvested onsite as it is intended for wildlife habitat.
  - Fires **must** be attended at all times. Please do not leave candles or fires unattended overnight
- No amplified music allowed on-site.
- Please take home any recycling and waste as we promote waste reduction especially unnecessary plastic usage. We can compost your raw vegetable waste on site.

# Cancellation Policy

**If it is necessary for you to cancel or postpone your booking prior to your event, please inform us in writing via email as soon as possible.**

Cancellation is effective from the date we receive your email, and will be subject to charges as follows:

**1) Should you cancel your booking more than 4 weeks (28 days) before your arrival date, your full booking fee, add-ons, damages deposit and any firewood deposit will be refunded, MINUS a £50 admin fee.**

**2) Should you cancel your booking between 4 to 2 weeks (28-14 days) before your arrival date we will refund your £100 damages deposit, but will retain your full booking payment, unless:**

- If we are able to rent the space out to a alternative hirer for the full duration of your original booking, we will refund your full booking fee MINUS £75 admin fee.
- If we are able to rent the space out to an alternative hirer for less than the duration of your original booking, we will refund your booking fee less the difference between your booking cost and theirs. We will retain a £75 admin fee on top of this balance.
- NB We cannot guarantee that we will be able to re-let the space to an alternative hirer for your dates, but we understand and plans sometimes need to change and we will endeavour to fill the space.

**3) Should you cancel your booking less than 2 weeks (14 days) before your arrival date we will refund only your damages deposit of £100. There will be no refund of your full booking fee.**

**4) In the very unlikely event that we need to cancel your booking we will issue you a full refund. This is a very unlikely occurrence and would only be in an emergency!**