

Terms and Conditions

We assume everyone who books with us has read the following terms and conditions and agrees to them, if you have any questions whatsoever please let us know and we will answer them.

Health & Safety - especially for parents with young children

We have a beautiful small stream onsite and you should supervise your child/ren around this.

Deposit

A non-refundable deposit of 30% of the total cost will secure your booking. Please note you do not have a booking with us until a deposit is paid.

Deposit

Individuals booked into the hostel or bunkhouse can pay on arrival.

For guests booked into one of our self catering caravans or cabins the balance must be paid 1 week before arrival.

For groups who have booked sole use of the Hostel and/or Bunkhouse the full balance is due 1 month before arrival.

Cancellations

Group bookings (sole use of hostel or bunkhouse or groups larger than 8)

28 days notice of cancellation is required. If insufficient notice is given the full balance remains due, unless we are able to re-let the accommodation, and this will be taken from the card supplied at the time of booking unless you contact us to make alternative arrangements.

Hostel & Bunkhouse for groups of 7 or less

24 hours notice of cancellation is required otherwise the full balance remains due. This will be taken from the card supplied at the time of booking unless you contact us to make alternative arrangements.

Log Cabin and Caravans.

7 days notice of cancellation is required otherwise the full balance remains due. This will be taken from the card supplied at the time of booking unless you contact us to make alternative arrangements.

You may wish to consider arranging travel insurance to cover yourself and if you need confirmation in writing, receipts etc. to claim any charges back we will be pleased to help.

Important Rules – cleaning and breakages

Accommodation must be left clean and tidy. If you do spill or damage something please tell us immediately – in most cases we can sort it out there and then. We do budget for cleaning of all properties after your departure however in cases where we feel additional cleaning is due this is charged separately at £15 per hour plus costs. If additional cleaning is due the cost will be taken from the card supplied at time of booking unless you make alternative arrangements.

All breakages and damages must be paid for in full. If we have card details for you this will be taken automatically.

Curfew, arrival times and check out times

We have no curfew however we do expect you to be sensible and keep noise levels down for other guests. Check in time is 1400-2100 for the hostel and bunkhouse and 1500-2100 for the caravans

and log cabin. We can arrange late check ins in advance – please contact us with at least 24 hours notice. Check-out time is 10.00 am.

For everyone's enjoyment we ask that guests are quiet between 11.00pm and 7.00am and we will ask you to leave if causing a problem.

Pets

Pets may be accepted by prior arrangement only in the caravans and cabin. An additional charge of £15 per pet is made to cover additional cleaning. Anything over and above normal cleaning will be billed separately. Your pet is entirely your responsibility during your stay here, please do not allow your pet in the bedrooms or on any furniture. We have a few 'doggy blankets' you are welcome to borrow – please let us know. Please clean up after your pet at all times, keep your dog on a lead and be sensitive to the fact that other guests may not share our passion!

Alcohol & noise policy

Most of us enjoy a tittle and we allow sensible consumption of alcohol on site. We do not allow this outdoors or in excess and ask that all guests behave sensitively and appropriately. We welcome everyone from ages 2 – 82 and anyone not adhering to our rules and/or causing discomfort for other guests will be asked to leave immediately. We do not expect groups or individuals to turn up drunk. Anyone doing so will be refused entry and have their booking cancelled. There will be no refund given.

We are primarily here to provide accommodation for those taking part in outdoor activities and have a no-noise policy from 2300 until 0700.

Free wifi

We have free wifi available across the site. This is slow due to reasons beyond our control (although we are working on it).

Lost Property

We would be delighted to return your lost property to you and hold onto it for 2 weeks. We charge minimum £10 to include postage, packaging and getting it to the post office. **Please notify us within 2 weeks of leaving as lost property is disposed of after that.**