

Cedarwood Holidays

Terms & Conditions

It is our aim to make your visit to Cedarwood a wonderful experience that you will treasure for many years and wish to repeat time and again. However, we must ask that you read and accept the following terms and conditions and house rules which must be complied with by all persons visiting Cedarwood Holidays. These enable us to maintain our standards, to assist in proper management and ensure your safety as well as establishing a clear legal contract for cancellation, damage and exceptional circumstance. **By you booking with us, either through our website or Airbnb you are agreeing to our Terms and Conditions and House Rules.**

Arrival:

All pods are available from 3pm on day of arrival and must be left in a clean condition not later than 10am on day of departure.

Departure:

We ask our guests to depart by 10am & on departure that the pods are to be left clean and tidy. All rubbish is to be disposed of responsibly in the bins situated in the car park.

Booking:

Booking and payment is considered the establishment of a legal contract, which includes that you have agreed to our Terms and Conditions.

Cancellation by You:

We understand that circumstances can change, and emergencies occur.

If you cancel with at least 28 days' notice, we will refund 50% of any money paid excluding the deposit. Less than 28 days' notice there will be no refund made.

All deposits are non-refundable.

Cancellation by us:

Extreme Conditions: Cedarwood Holidays reserve the right to cancel a holiday in case of extreme conditions of: weather, terrorism or war. In any of these very unlikely circumstances your full Payment will be returned to you.

Emergency Contingency: Cedarwood Holidays reserve the right to cancel a holiday at short notice if for unforeseeable circumstances we are unable to provide safe accommodation in a pod due to extreme conditions, ill health, fire or administration or any other extenuating circumstances. Under such unlikely circumstances your full payment will be returned. Cedarwood Holidays cannot accept liability or responsibility for any loss, including consequential loss caused by cancellation. Cedarwood holidays hold the right to cancel a holiday if any outstanding balance has not been settled by the due date stated on our Invoice with the loss of any deposit paid.

Breakages and Damage:

If on your arrival you find any items or fittings, utensils, crockery or cutlery is broken, damaged or missing, please report it to Kirstie or Joe and it will be replaced. We do accept a degree of wear and tear, but should any significant damage or breakage occur during the period of your stay you will be held responsible for and must make good to the lowest market value. We reserve the right to charge for excessive cleaning where a pod has been left in an unacceptable condition, through waste, litter, interference in the structure, movement of furniture and contents etc.

Under no circumstances should you switch off the smoke and carbon monoxide detectors at the fuse box. Please notify Cedarwood Holidays immediately if you have any concerns.

Individual pod:

The pod allocated to you on confirmation of your booking is provisional and we reserve the right to alter this to an equally suitable pod on arrival if necessary. All pods are identical except for the position in the field. Please remove your shoes before entering the pods. Cedarwood Holidays accept no responsibility for injury incurred on site.

Children:

The site is an amazing place for children to play but you are responsible for them at all times. Children need to be warned and supervised at all times during the use of the outside BBQ. Cedarwood Holidays accept no responsibility for injury incurred on site.

Pets:

STRICTLY NO PETS

Terrain:

The pods are located in a meadow field with some uneven ground off the gravelled pathways. Bring appropriate footwear. Cedarwood Holidays accept no responsibility for injury incurred on site.

Peace and Tranquillity:

Anyone committing a nuisance contrary to the peace of Cedarwood Holidays will be asked to leave immediately and without a refund.

Please do not attempt to cut down trees or collect wood from the wooded areas around the perimeter of the meadow. Anyone committing a nuisance by damaging the fauna and flora contrary to the peace of Cedarwood Holidays will be asked to leave immediately and without a refund.

Maximum Occupants:

Under no circumstances may the maximum number of 4 people including children age 12 and under (No more than 2 adults) sleeping in each pod be exceeded unless prior written permission has been obtained by Cedarwood Holidays.

Negligence:

Guests will be held responsible for any fire, damage or alteration to the structure caused by negligence.

Facilities:

The pods at Cedarwood Holidays provide showers, toilet, wash hand basin & kitchen sink. Please do not put bleach or any other anti-bacterial product down any of the drains due to the adverse effects these products would have on the microbes in the sewage treatment tank. Please do not flush wet wipes or sanitary items down the toilet (please use bin provided). Please note: These facilities are for booked Cedarwood guests only and must be left in the manner you would like to receive them. Please do not mix your rubbish/waste with the recycling. Please use the correct recycling bins provided for the correct waste.

Stolen Property:

Cedarwood Holidays cannot be held responsible for any lost or stolen property.

Smoking Policy:

Cedarwood Holidays hold a strict **NO SMOKING POLICY**. Smoking in any of our pods will result in a fine of up to £100 in order for the pod to be cleaned to a satisfactory standard. Anyone who smokes outside of the pods is responsible for disposing of their cigarette butts in a supplied ashtray and NOT littering the surrounding area of the pod as it is a fire risk to dried grass.

Wildlife:

There is an abundance of wildlife on site. Enjoy it but be careful. Put your food in plastic sealable containers or cool boxes otherwise mice will try and eat it. Don't leave garbage/food waste outside of the pods, badgers and foxes will scatter it. Bring insect repellent in the summer months, horse flies, midges and mosquitoes may appear. Cedarwood Holidays accept no responsibility for injury by wildlife incurred on site.

Parental Supervision:

Parents are responsible for the supervision of their children on site.

Hunting, Fireworks:

No firearms, hunting paraphernalia or fireworks are permitted in the pods or on Cedarwood Holidays grounds.

No Fire Policy:

Fires are restricted strictly to the BBQ's allocated to each pod (please use charcoal only) and the communal fire pit located in the stone circle adjacent to the car park. There is a metal bin for use of discarded ash from the BBQ's. Do not put discarded ash from the BBQ's into the plastic waste bins. No unauthorised fires are permitted anywhere else on the site. Guests using the communal fire pit must provide their own wood and use the area safely & responsibly. An adult must be present to supervise the fire at all times and ensure it is extinguished before leaving.

Unloading:

Guests are welcome to park in the gravel car park in order to unload heavy bags. Under no circumstances may you drive onto the grass or up to the pods.

Car Parking:

Please park your car in the car park. Cedarwood Holidays accepts no responsibility for any damage caused while your car is in the car park.

Age Policy:

We do not accept bookings from anyone under the age of 18 and we do not accept Hen and Stag parties.

Cedarwood Holidays House Rules

Please do not put discarded ash from the BBQ into the plastic waste bins, please put in the metal bin provided.

Smoking is permitted outside but strictly prohibited inside the pods. Please don't drop cigarette butts. Anyone who smokes outside of the pods is responsible for disposing of their cigarette butts in a safe manner and NOT littering the surrounding area of the pod as it is a fire risk to dried grass.

No candles are allowed in the pods and no Chinese lanterns as they are a fire risk.

Please do not drive on to the grass.

Strictly no fireworks and no hunting/shooting.

Please, as you would at home, remove shoes before entering the pods. You can keep your shoes inside (of course).

Please leave the kitchen and shower-room in a clean and tidy condition.

Please do not put any bleach or anti-bacterial type products down the sinks or toilet as this can adversely affect the microbes in the treatment tank facility. Please do not flush wet wipes or sanitary items down the toilet, please use the bin provided.

All crockery and cutlery used must be cleaned and dried and returned to its original position before leaving.

Please use the washing up bowl provided to do your washing up so as not to waste water. Please conserve water and do not wash food waste down the sink.

When going out for the day or leaving, please ensure that you lock both front doors of the pod and that the pod is secure.

Please do not attempt to cut down trees or collect wood from the wooded areas around the perimeter of the meadow. **Fires are restricted to the barbeques only (charcoal only). No unauthorised fires are permitted anywhere on the site.**

Under no circumstances should you switch off the smoke and carbon monoxide detectors at the fuse box. Please contact Cedarwood Holidays immediately if you have any concerns.

Please do not leave food or food waste outside the pods as it may attract vermin.

Please do not mix your rubbish/waste with the recycling. We keep finding glass bottles/food tins/drinks cans/plastic bottles in with rubbish. Please use the correct recycling bins provided for the correct waste.

Please leave sleeping bags out of their covers after use so we know they need to be washed.

Thank you!