



Welcome to Steepleton Lodge Glamping Pods

We hope you have the best stay with us. Here are our Terms & Conditions which must be followed throughout your stay. We don't like writing Terms & Conditions and we know you probably don't like reading them either, but they are here for a reason, and that's to protect both you and ourselves here at Steepleton Lodge Glamping.

Terms & Conditions apply to Guests and all members of their party (including any day visitors, who must be pre-approved with us). It is the Guest's responsibility to ensure that each member of their party is aware of and accepts the Terms & Conditions. We do reserve the right to cancel a booking without compensation or refund should a guest not comply with any of our Terms & Conditions.

General:

- No Smoking or vaping in the Pod's Footprint, you may do so in open air if others do not object. Please however do take great care when disposing of your litter.
- Bins to be emptied into communal bins provided at the main entrance.
- Any Breakages or damages to be reported immediately to staff on site or by contacting 07703323472. If you have a problem with your pod during your stay, please let us know immediately and we will do our best to resolve it as soon as possible.
- Please respect our property, we do not mind the odd, small accident and there will be no charge, but please let us know of any breakages or damages. Any significant damage will need to be charged for.
- The owners do not take responsibility for breakdown in public or local supplies, including water or electricity, nor any claims against inconvenience caused by such incidences.
- Parking is permitted only in the Pod car park.
- The maximum number of people entitled to stay over night in the pod is 2 adults and 2 children (or 2 adults and 1 further adult on the sofa bed) and only those that are pre booked. Day guests are only permitted with prior permission.
- One key per pod is provided and will be left in the key safe upon your arrival. Please then leave the keys in the key safe upon your departure.
- Use of drugs is not tolerated on our site.
- Steepleton Lodge Glamping takes no responsibility for loss or damage to personal possessions or vehicles.
- We are a working farm, please close all gates and do not enter fields with livestock in them.
- Dogs are welcome in Holdenby pod only and must be kept on a lead at all times. Please clean up after your dog and ensure that they do not sit on the furniture.

- Dogs MUST NOT be left unattended at any time. If you are here with your horse, you must ensure that there is someone to look after your dog whilst you are riding.
- Guests are not permitted to remove any items from the glamping pods.
- Guests may be asked to leave immediately if their conduct is considered to infringe our Terms & Conditions or is likely to impair the enjoyment, comfort, or safety of other guests and/or staff. No refunds will be given in these circumstances.
- The owners endeavour to maintain high standards of comfort and cleanliness at all times. The guest must therefore make sure they keep all furniture, fittings and effects in the same good condition as found. If extra cleaning is required after departure, it will be charged to the Guest.
- A full refund minus the transaction charge (£25) will be given if the booking is cancelled in writing via email within 28 days of your arrival date.
- No refunds will be given if you cancel within 28 days before your arrival.

Safety:

- A fire extinguisher is available outside each pod.
- Due to livestock on the farm, we CANNOT allow any fireworks. Also, to avoid damage to animals and the environment please DO NOT let Chinese lanterns or balloons off.
- Take care of your footing, surfaces can become slippery when wet and hazardous, especially in the dark. Every effort has been made to ensure guests safety, but we cannot accept responsibility for any injuries.
- Children are not allowed to wander around the farm unsupervised. Steepleton Lodge Farm is a working farm and therefore can be hazardous.
- Watch out for tractors and livestock being moved in and around the farmyard; animals can be unpredictable.
- Children are not to climb on any equipment or any of our gates and fences.
- Steepleton Lodge Glamping does not accept any responsibility for any incident, accident or injury occurring in such places. In the event of any accident or injury we should be notified immediately, and an Accident Report Form completed.
- No naked flames permitted. (Fire lighters will be provided for your Fire Pits)
- Campfires are only permitted in the fire pit that are available for hire.
- Only Logs kindling and charcoal purchased by us is allowed to be used on the Fire Pits.
- Please keep away from all farm machinery.
- As this is a working farm, please DO NOT feed any of the animals as this may cause them harm.
- Please close all gates that you pass through. Keep out of the fields with livestock present. Failure to follow these rules may result in serious personal injury.

Check In/Out:

- Check in time is between 1600 and 2100.
- Late arrivals must be pre-arranged.
- No Check in after 2200 hours.
- Pods must be vacated by 10.00 am on the day of departure. Sundays departure time is 11 am.
- Please strip your bedding before departure and leave folded on your bed.

Dogs:

- We welcome up to 2 well behaved dogs in our "Holdenby" Pod at an additional charge of £45 per dog per stay.
- All Dogs must be always kept on a leash at all times outside of the pod.
- You may walk your dog around the designated footpath, but they must remain on their leads due to our Livestock being in the adjoining fields.
- Please ensure you use the outside hosepipe situated in the corner of the carpark to wash your dog off if they get muddy at any point during your stay. Please do dry them off with the towels and do not let them on any of the furniture.
- All dog poo MUST be picked up. Dog poo is toxic to Livestock, and we are a working farm, so the safety of our livestock is paramount.
- Please bring some towels and bedding for your dog to sleep on.

Code of Conduct:

- Please respect the site and look after the pods you are staying in.
- Respect your fellow guests and keep your noise levels to a minimum after 2200 and before 0700am.
- Please be respectful to our staff.
- We as owners can repossess the Pod if damage has been caused. No refunds will be given in these circumstances.
- If you have a problem with your Pod during your stay, please let us know immediately. We will do our best to resolve it ASAP.
- Please let us know of any damage, breakages, or maintenance issues that you may come across.

Bringing your Horse?

- Trailers/Lorries will be safely stored within the farm.
- Turn out and tack storage is entirely at your own risk.
- We accept no responsibility for any damage caused to your horse or by your horse to anyone or any property either on or off Steepleton Lodge Glamping Property.
- Your horse and tack remain your responsibility during your stay. Your horse must be fully insured against any damage it may cause.

- You may choose to ride on local country roads, or on the farm fields. All routes are ridden entirely at your own risk.
- Steepleton Lodge Glamping does not accept any responsibility for any incident, accident or injury occurring in such places.
- We respectfully request that our guests acknowledge that all animals are unpredictable and therefore we expect riders to behave in a safe and sensible manner at all times.
- For safety reasons there may be times of the year when certain areas of the farm are inaccessible for riding due to hazards. For example harvesting machinery or wet slippery fields. We trust that guests will accept that these restrictions are in place for their best interests.
- A helmet is to be always worn when mounted, along with suitable footwear. (No Trainers)
- All horses' paddocks must be Poo Picked and cleared upon departure.
- Please bring your own water bucket and Hay.