



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. UNDER NO CIRCUMSTANCES dispose of your cigarette butts on the ground.
- Bins to be emptied into 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, or by building works that may not be deemed, as necessary.
- Parking is permitted only in the Pod car park.
- The maximum number of people entitled to stay over night in the pod is 4 and only those that are pre booked. FOR SECURITY REASONS 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 recreational drugs is not tolerated on our site.
- Steepleton Lodge Glamping takes no responsibility for loss or damage to personal possessions or vehicles.
- If you have any specific allergies, please bear in mind that we are a working farm and bring with you appropriate medication for your condition.
- 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.

Deposits:

- A refund minus administration charges of £25.00 will be given if cancelled in writing via email prior to 28 days of your arrival date. No refund will be given after this.
- £150 security deposit will be paid upon booking, this can be paid via bacs or cash, and will be returned to you within 10 days of your departure if the Pod has been left in a satisfactory way and no damages or breakages are found.

Safety:

- A fire extinguisher is available in 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 can be extremely dangerous.
- 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.
- Only Logs kindling and charcoal purchased from us is allowed to be used on the Fire Pits. DISPOSABLE OR PORTABLE BBQ'S are not allowed on site.
- For safety reasons UNDER NO CIRCUMSTANCES move the fire pits.
- From time to time there will be farm machinery stored or in use around the farm. Please keep away from all 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 1800.
- Late arrivals must be pre-arranged.
- No Check in after 2100 hours.
- Pods must be vacated by 10.00 am on the day of departure. Sundays departure time is 11.00am.
- Please strip your bedding before departure and leave folded on your bed.
- Please place all rubbish in the plastic bin bags provided on the steps outside your pod.

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 of 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.
- Stabling, turn out and tack storage is entirely at your own risk, and any damage to our stables, or fields by your horse will be chargeable.
- We accept no responsibility for any damage caused to your horse or by your horse to anyone or anything 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 theft, loss, incident, accident, or injury whilst on our farm. In the event of any accident or injury we should be notified immediately, and an Accident Report Form completed.

- 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.