

# **Ledmacoy Shepherds Huts**

## **Terms and Conditions**

Our aim is to make your visit to our farm a wonderful experience, to enable this we ask that you read and accept our terms and conditions.

These conditions set out the basis of the holidaymaker's contract (the guests) with Ledmacoy Shepherds Huts.

The contract becomes effective on payment of the issued invoice from the guest.

### **Booking and Cancellation**

Requested bookings are all subject to availability, once a booking has been requested it will only become a contract once the booking has been confirmed by Ledmacoy Shepherds Huts and the full cost of the invoice has been paid.

Once a booking is confirmed the holidaymaker is responsible for the total cost of the holiday as shown on the invoice issued at the time of booking. We therefore recommend that you take out holiday cancellation insurance.

### **How to Cancel Your Booking?**

#### **90 days or more**

If we are notified of a cancellation, at anytime up to 90 days prior to your confirmed stay, we will refund the full invoiced cost of your booking, minus a £75 handling fee.

#### **Between 90 days and 42 days**

If we are notified of a cancellation, between 90 days prior to and 42 days prior to your stay, we will refund 50% of the invoiced cost of your booking.

#### **Less than 42 days**

For cancellations after the 42 days prior to your stay date, you will be responsible for the full cost of your original booking and will forfeit any refund if the Shepherds Hut is or is not re-let.

### **Severe Weather Cancellation**

In the event of severe weather, Ledmacoy Shepherds Huts reserves the right to postpone the booking to another date both convenient with the hirer and of equal value to the original booking.

### **Payment**

The full balance of your stay is due at the point of booking unless arranged otherwise with us. The booking is taken on a provisional basis until all funds have been paid in full and cleared through the banking system. Until the booking is confirmed, it can be cancelled at anytime with prior notice.

## **Arrival and Departure**

Bookings are from 3pm on the day of arrival. The Shepherds Hut will be left open with the key inside. If you are going to be arriving late, please notify us for an approximate time, so we can put the outdoor lights on for your arrival.

On departure we expect the huts to be vacated by 10am prompt, as the cleaner will be arriving just after 10am, in order to get the hut ready for the next guests. Guests are asked to leave the huts clean and tidy and in the same condition as they found the huts on arrival. We kindly ask guests to follow the check-out procedure as found in the Guest Information Booklet.

## **Liabilities**

Ledmacoy is a working farm with live animal and many other hazards. The guests and their children may have supervised visits to the farmyard to enjoy a farm tour, but only under full supervision by a parent or guardian along with their farm host guide. Children must not be allowed unsupervised anywhere on the farm. Children must be supervised at all times around the fire pit and in outdoor bath. Children must use the bunk beds in a sensible way.

Ledmacoy Shepherds Huts will not be responsible to the guest at all, whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise for any injury, death, damage or direct, indirect or consequential loss (all three of which terms include without limitation pure monetary loss, loss of profits, loss of business or revenue, depletion of goodwill, lost expectation, loss of savings, lost data or similar loss) however caused arising from or in connection with the use facilities at Ledmacoy Shepherds huts including any computer virus.

## **Damage and Losses**

It is the guest's responsibility to lock up the Shepherds Hut when they are away from the site. Ledmacoy Shepherds Huts cannot be held responsible for any of the guest's personal belongings brought to the site.

We understand that accidents and breakages will happen. However, guests are liable for any broken items (including chipped plates) during their stay and this can/will be deducted from the good housekeeping deposit.

### **A guide of most common items damaged are as follow:**

Lost keys/Keyring - £50

Plates/Bowls/Mugs - £3.50 each

Glasses - £2 each

Damaged Dressing Gowns - £40

Cafetiere - £15

Tea Pot -£15

Please inform us on checking out if anything is broken, so it can be replaced for the next guests. We are happy for guests to leave cash for any damaged items. The guest is responsible for leaving the hut in good

order. Please alert Ledmacoy Shepherds Huts about any damage or breakages as soon as possible. Ledmacoy Shepherds Huts reserves the right to charge for damage.

## **Water Supply**

We have the purest Scottish spring water from a well in the hill above the shepherds hut. This is tested yearly by our local council. For extra peace of mind, we have also installed a UV water filter.

## **Sewage**

We have a septic tank and soak away that takes away the sewage waste. Please only put toilet paper down the toilet, **NO sanitary items (tampons/towels), nappies or wet wipes** - for these use the purple bags provided and place in the bathroom bin.

## **Disabilities**

We highly recommend that any guests with limited mobility contact Ledmacoy Shepherds Huts prior to booking. Access to our Shepherds Huts include one step onto decking, then sloped decking and a step in to access the hut. Oystercatcher View has a fold down king sized bed, that requires the guest to have the physical ability to lift it up and down.

## **No Fire Policy**

Fires are restricted to the fire pits only.

## **No Smoking Policy**

Smoking and vaping is completely prohibited inside Ledmacoy Shepherds Huts and failure to comply will result in a charge of £250 for a deep clean of soft furnishings.

Any guests smoking outside of the hut or at the fire pit are asked to dispose of their butts in the cigarette bin located at the carpark entrance and must not litter the surrounding area.

## **Pets**

Regrettably NO pets are allowed on site due to the site being located on a working farm with livestock in the surrounding fields.

## **Camping**

Camping on the Shepherds Huts sites or surrounding fields is strictly prohibited unless prior agreement with Ledmacoy Shepherds Huts.

## **Complaints**

Any complaints must be made known to Ledmacoy Shepherds Huts immediately so that remedial action can be taken if required. In no circumstances will compensation be made for complaints raised after the holiday period has ended, or when the guest has denied Ledmacoy Shepherds Huts the opportunity to investigate the complaint and endeavor to put the matters right during the holiday period.

## **Declaration**

I have read the terms and conditions of this booking and agree on behalf of all members of my party to abide by those conditions during my stay at Ledmacoy Shepherds Huts.

I understand that the invoice must be paid on initial booking of the hit and failure to do so may result in cancellation of my booking. I am over eighteen years of age.