



TERMS & CONDITIONS

1. BOOKINGS

Gambledown Farm only handles bookings from persons over 18 years of age. We reserve the right, at all times – without a statement of reasons – to refuse a booking. Gambledown Farm will confirm the booking via e-mail and you will receive a Payment Request within 24 hours. The confirmation and invoice must be checked immediately on receipt for any errors. Possible or claimed inadequacies must always be notified by email or phone within 10 days following the date of the confirmation/invoice and in any case before the start of the stay. If within 10 days after the booking, you are not in possession of a confirmation and invoice, then you must get in touch with Gambledown Farm. Each property has a

2. GROUP BOOKINGS

It is the right of Gambledown Farm to refuse group bookings if we feel this may be of detriment to other guests staying on the farm. We may ask groups (i.e. hen or stag parties) to take over all the tents on the farm. It is our right to refuse entry to any group bookings not authorized via reservations and any monies paid will not be reimbursed. In case of query regarding groups please call 01794 340 268.

3. PRICES

The prices on www.gambledownfarm.co.uk are not binding; Gambledown reserves the right to modify these prices. At the time of booking, you will be informed of the prices applicable. The price stated on the confirmation/invoice is binding unless there is an obvious error. Gambledown Farm reserves the right to refuse bookings which have obviously wrong prices. Prices of bookings made through Air Bnb, Welcome Cottages, or any other booking provider are subject to the terms and conditions of said provider.

4. TENT RENTAL

In the rental price of every tent the following is included:

- Rental of tent and the pitch.
- Bedlinen
- Kitchen linen.
- Use of and access to the farm grounds (where permitted).
- Use of water.
- Limited use of wood for the stove (wood for campfires is not included)
- VAT according to the guidelines of the VAT administration.

Not included are, among other things:

- Electricity, Gambledown Farm Glamping accommodation come without any electricity and electrical wall outlets. It is possible to charge your appliances in the farm shop if necessary.
- Washing of the dishes.
- Collection of and stripping of bed linen.
- Emptying bin and putting rubbish into a waste bag and placing it in a container.
- Sweeping of the floor.

5. HOLIDAY LET RENTAL

In the rental price of the holiday lets the following is included:

- Rental of the holiday let and it's outside space
- Bedlinen
- Kitchen linen
- Use of and access to the farm grounds (where permitted)
- Use of water
- Limited use of wood for the log burning fire

- Electricity
- VAT according to the guidelines of the VAT administration

Not included are, among other things:

- Washing of the dishes
- Final clean up

6. DOGS

Dogs are allowed on the farm. They must be kept under control and on a lead during your stay. If a dog does cause a nuisance or you arrive without pre-booking a dog in, we reserve the right to ask that you take your dog to a local kennel. Where dogs are allowed, a maximum of two dogs per tent / The Cart Shed is applicable. No dogs are allowed in the Hay Barn. At the time of booking and at arrival on the farm, the dogs must be reported. There is a surcharge applicable per dog per night, which is payable to Gambledown Farm. All dog mess must be picked up and disposed of in the outside black bins provided (and be in a dog waste bag).

7. PAYMENTS

Payments for the holiday lets and glamping tents are subject to the terms and conditions of your booking provider, be they Air Bnb, Welcome Cottages, Homeaway, or any other booking service.

A 25% deposit is due at point of booking and the full amount needs to be received at least 10 weeks before your stay. Booking payments are made in two stages. The deposit must be paid at the time of booking and the rental contract including the regulations regarding cancellation are applicable as soon as the deposit payment has been received. The total balance of the booking amount must be in possession of Gambledown Farm, at the latest, 10 weeks before the start of your stay. In the event of bookings made within 10 weeks before the start of your stay the entire booking amount must be paid immediately.

In the case of late or incomplete payment of the amounts invoiced to you, you are in default. Gambledown Farm will send you a reminder of payment. If the amount, within 2 days after the date of the reminder is not yet in possession of Gambledown Farm, then we are entitled to unilaterally annul the agreement by means of an e-mail to the guest. You are responsible for all damages which Gambledown Farm suffers or will suffer as a consequence of this, as well as all costs which Gambledown Farm has made with regard to your booking and the cancellation.

In any case you are chargeable for a cancellation fee according to the following timescale:

Time until start of stay	Amount charged
1 weeks or less	100.00 % of booking
2 weeks or less	85.00 % of booking
3 weeks or less	60.00 % of booking
4 weeks or less	40.00 % of booking
5 weeks or less	30.00 % of booking

8. ALTERATION COSTS

If, after confirmation of the booking, you would like to make some alterations to the booking, Gambledown Farm is not obliged to satisfy these requests. It is at the discretion of Gambledown Farm whether, and to what extent, these alterations will be accepted. For each modification in a booking already made, up to a maximum of 4 weeks before arrival, we will charge you £55 alteration costs. These costs will not be charged if you add a booking or change it to a more expensive period. In the case of an alteration to a cheaper period or (partial) cancellation within a period of 4 weeks before the start of the stay, you are chargeable for the entire booking amount. If, after confirmation of the booking of more than one tent, you want to reduce the number of booked tents, the cancellation provisions will be applicable. In principle, alterations cannot be permitted within 4 weeks prior to arrival.

Amendments to a booking should be supplied to us by the main booker. We won't process any amendments from non-bookers.

9. CANCELLATIONS

- In the event of a cancellation more than 10 weeks before the commencement of the stay, 30% of the rental amount will be payable with a minimum of £150.
- In the event of cancellation within 10 weeks before the start of the stay, the entire rental amount will be payable.
- In the case of premature termination of the stay, the entire booking amount is payable.

Don't forget your travel insurance. We recommend that you take out cancellation insurance on your trip.

10. ARRIVAL AND DEPARTURE

On arrival at the farm, you need to produce your booking confirmation. You have access to the tent from 4pm on the day of arrival. Kindly note that the Gambledown Farm check-in time is between 4pm and 6pm. It is in your own interest not to arrive late, but should you be unavoidably delayed, please contact us as soon as possible so we can make arrangements. We are a working farm and have an early start in the morning. Therefore, we trust in your understanding that for late arrivals – according to the times mentioned in the Welcome Document – we charge a late fee of 30GBP. On the day of departure you must vacate the tent / holiday let by 10.30am. We trust in your understanding that for late departures, we charge an extra fee of 30GBP. This charge on leaving could increase to 60GBP if in combination with the fine for tents not being left in the proper condition.

Sunday Late Check-Out: It is possible to book a late check out for the Sunday departure at a charge of £50, which will allow you to use your lodge until 4 PM instead of the usual 10:30 AM check out.

11. DOMESTIC REGULATIONS

In order to make the stay on the farm for all guests as pleasant as possible, all guests must keep to the determined rules of behaviour. There is to be no loud music or noise after 10pm on the glamping site. Cars must be parked in the designated areas and are not allowed to drive into the glamping field. Breaching the Domestic Regulations can lead to removal from the farm without a refund of the rental sum or a part of it. Gambledown Farm reserves the right to make alterations in the set-up and opening hours of the facilities and supplies on the farm. We would also bring your attention to the fact that it is possible that maintenance activities will be carried out during your stay on the grounds or to the accommodation(s) without you being entitled to any compensation.

12. FORCE MAJEURE

Force majeure as interpreted by Gambledown Farm exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Gambledown Farm, including threat of war, staff strikes, blockades, fire, floods, high winds and other disruptions or events. Gambledown Farm is within its rights to close our location when we consider such circumstances as these make it necessary.

13. LIABILITY

Gambledown Farm accepts no liability for:

- theft, loss or damage, of whatever nature, during or as a result of a stay at our farm.
- falling into defect or putting out of action of technical equipment and loss or closure of supplies on the farm.
- The tenant and those who accompany him or her, are jointly and severally responsible for all loss and/or damage which arises for the farm and/or any third party as a direct or an indirect consequence of their stay, irrespective of whether this was caused through actions or refraining from actions by themselves or by third parties, who are at the farm through their making, as well as of all damage which is caused by any animal and/or matter which they have under their responsibility.
- If you leave your tent in an improper condition, Gambledown Farm is entitled to charge an extra fee of 30GBP of additional (cleaning) costs. This can double to 60GBP in combination with a late departure. Dishes should be washed, bed linen stripped and collected, floor swept, and bin emptied with rubbish put into a waste bag and placed in a container.

14. COMPLAINTS

Despite all the care of Gambledown it may occur that you have a genuine complaint. You must take up this complaint with Gambledown Farm immediately in order to allow us to solve the matter as soon as possible. Should the complaint not be settled to your satisfaction, then you have the option, up to 1 month after departure from the farm to lodge the complaint in writing or by email.

Complaints should be supplied to us by the main booker. We won't process any complaints from non-bookers.

15. ASSUMPTION OF RISKS

Remember that you will be staying on a working farm with live animals and potentially dangerous farm equipment among other hazards. Also you must be aware that some of the camp equipment (such as the pizza oven and fire pits and bbq's) may be dangerous if misused. Whilst we take great care to keep you safe, accidents can happen and we are not responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to supervise any children. If you notice that any equipment looks faulty and/or unsafe you must inform Gambledown Farm as soon as possible. We strongly recommend that you take out travel insurance against the risk of accidents and your stay being cut short.

16. DAY VISITORS

In principle, it is permitted to receive visitors during your Gambledown Farm stay. These visitors must report themselves to the farm. Visitors will be charged £20 per car.

17. BREAKAGES

You should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to us prior to departure. We retain the right to make an additional charge for damage and breakages although it should be noted that reasonable wear and tear, in our opinion, will not be charged for.

Guests staying in The Hay Barn and The Cart Shed will pay a 15% breakage deposit, this will be returned within one week of departure. Any breakage or damage costs that are not considered as reasonable wear and tear will be deducted from this deposit.

18. GENERAL

Your contract partner is Gambledown Farm. These general terms and conditions are applicable to all reservations, directly or indirectly made with Gambledown Farm. Alterations are reserved on the contents of our publications. Obvious errors do not bind us.

19. PRIVACY

GDRP PRIVACY POLICY FOR GAMBLEDOWN FARM BOOKINGS AND ENQUIRIES

1/ Summary: Gambledown Farm takes bookings for holiday lets, glamping tents and events, as well as being a working farm with arable crops and livestock. We collect personal data when a person makes a direct booking enquiry for the abovementioned accommodations or events. We store your data on a password protected computer.

2/ The information that we hold is simply name, email address and possibly a telephone contact number.

3/ The information is used to reply to booking enquiries, or to send information about upcoming events on Gambledown Farm.

4/ We do not share this information with any third party, unless it is for an event where there is an outside caterer who needs to communicate with you for reasons pertaining to your booking.

5/ Your data is stored on a password protected computer and to an external disc 7/ Website: password protected

6/ Personnel have the right to request what data we hold on them and the right to request that it be removed.

7/ Data is stored for as long as it is required as per HMRC'S guidelines 10/ changes to our policy: will be updated here

11/ complaints can be sent to farm@gambledownfarm.co.uk

8/ Identity of the controller: Tamara Arnison-Newgass or Tamara Lucas both can be contacted on farm@gambledownfarm.co.uk or 01794 340286

20. LEGAL INFORMATION

Account number

Account number: 93102084
Proprietor: Richard Arnison-Newgass
IBAN: GB95 BARC 2097 0193 1020 84
BIC: BARCGB22

Name and address

Gambledown Farm
Sherfield English
Romsey
Hampshire
SO51 6JU

Contact details

Telephone number: 01794 340 286
Email: farm@gambledownfarm.co.uk
Managing Director: Richard Arnison-Newgass

Company registration

Number: 107632090
VAT number: 188072146