



## Booking Terms and Conditions

These terms and conditions set out the basis upon which you hire tipis, yurts or other structures from Pennard Orchard Ltd. ('us' or 'we', as appropriate) and use the same. Please ensure that the information you complete when booking is correct and complete – we cannot be held responsible for mistakes which result from incorrect or incomplete information you provide.

### DEFINITIONS

"tipis" or "yurts" or "other structures" are the accommodation product to be provided to you for use at the event and includes all physical items provided with the product

"contract" is the contract between us and you for the supply and rental of the tipi, yurt or other structure.

"show" is the Glastonbury Festival where the tipi, yurt or other structure will be used.

### RENTAL PERIOD

The contract will commence on checking in at Pennard Orchard and will terminate on check out.

### HIRE CHARGES AND DAMAGE

Charges for hire of tipis, yurts or other structures are payable at the rate set out in correspondence and on the invoices sent out.

Accommodation cannot be confirmed until we receive payment in full and clear funds.

We may ask for your credit / debit card details as a damage deposit. Any substantial damage caused to the tipis, yurts or other structures will result in additional costs to cover the damage as decided by Pennard Orchard Ltd. No actual amount will be deposited from your card unless the above action is required.

### REFUNDS

If you cancel your booking before the 1st April you will be entitled to 50% of your deposit back. After the 1st April the deposit will be non-refundable however you may be entitled to receive a refund on any further payment, provided it is at least 28 days prior to the start of the show. If you cancel your booking 28 days or less prior to the show no refund will be given.

In the unlikely event that your accommodation becomes unavailable due to circumstances beyond our control, we will try to find you an alternative.

### ACCEPTANCE

You will satisfy yourself that the tipi, yurt or other structure as supplied is of satisfactory condition. Any fault in the tipi, yurt or other structure must be notified to one of our staff at the event as soon as reasonably practical after it is discovered and in any event within one hour of being discovered.

You will leave the tipi, yurt or other structure in good condition and clean and tidy at the end of the event. The tipi, yurt or other structure remains our sole property.

One tipi, yurt or other structure accommodates two sharing, with the possibility of up to three more beds where appropriate (this limit may not be exceeded) and a tipi, yurt or other structure may not be moved, altered, modified or adjusted without our consent.

### LOSS AND DAMAGE

We exclude to the fullest extent permitted by law our liability to you for loss or damage resulting from your use of the tipi, yurt or other structure. As party leader, you are responsible for the behaviour of all members of your group and will be liable for any loss or damage to the tipi, yurt or other structure, the site where it is located or its contents during their stay. It is your responsibility to ensure that all possible steps are taken to avoid injury when using the tipi, yurt or other structure, or at any point onsite.

You will not subject the tipi, yurt or other structure to any misuse or wear and tear inconsistent with normal and reasonable use, complying, where applicable, with manufacturer recommendations or any other reasonable requirements that we notify you of.

The tipi, yurt or other structure is a public space and you will not smoke inside it. Personal cooking onsite is not permitted.

Items kept in the tipi, yurt or other structure are left at your own risk we do not accept responsibility for any loss of or damage to any such items.

Any dispute between us and you arising from the rental or use of the tipi, yurt or other structure or these terms and conditions is governed by English law.

### TORCHES

We provide torches in the accommodation with batteries which should last your stay. Please check your torch is operational before leaving the site and let us know if you need replacement batteries.

### CHANGING LEVELS & CABLES

Please be aware that there are changing levels and cables in the field. Please be careful when walking in the field, particularly at night.

### LICENSING

Our bar operates under the four licensing objectives. As such we will request proof of ID.

### RESPECTING THE FESTIVAL

As we welcome all our guests to Pennard Orchard we very much hope you will enjoy the Glastonbury Festival in style. We work very closely with the festival and have built up a strong relationship over the years. We respect their ethos with regards commercial exploitation and hope you will respect that it is not the place to blog, vlog or promote products. We politely request you do not use it as a means for commercial or self promotion.

By checking the box in the online booking form and / or making payment to Pennard Orchard for accommodation at the event you are accepting these Terms and Conditions.