



Terms and Conditions

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

These conditions set out the basis of the holidaymakers contract (the guest) with Huts in the Hills.

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 Huts in the Hills 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.

If we are notified of a cancellation, at any time up to 3 months prior to your confirmed stay, we will refund the full invoiced cost of your booking, minus a £75 handling fee.

If we are notified of a cancellation, between 3 months prior to and 6 weeks prior to your stay, we will refund 50% of the invoiced cost of your booking minus a £75 handling fee if the shepherds hut is or is not re-let.

For cancellations after the 6 weeks prior to your stay date, you will be responsible for the full cost of your original booking and will forfeit any re-fund if the shepherds hut is or is not re-let. In the event of severe weather Huts in the Hills 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. The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time with prior notice.

Arrival and Departure

Bookings are from 3pm on day of arrival. Please arrive at the office between 3pm and 5pm to collect your key. If arrival is going to be outside this time please make us aware the day before or at time of booking.

Timings for winter bookings can be flexible subject to prior agreement with Huts in the Hills.

On departure we expect the huts to be vacated by 10.30am. Guests are asked to leave the huts clean and tidy and in the same condition as they found the huts on arrival.

Guests are asked to give consideration to other residents during their stay.

Liabilities

Ultimately Prendwick is a working farm with live animals and many other hazards.

The guests and children may with the farmer's permission visit the farmyard but only under full supervision by a parent or guardian. Children must not be allowed un-supervised anywhere on the farm, and must be supervised at ALL times around the wood burning stove and fire pits. The bunk beds must also be used in a sensible way. Huts in the Hills 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 and similar loss) however caused arising from or in connection with the use of the facilities at Huts in the Hills including any computer virus.

Damage and Losses

It is the guests responsibility to lock up the shepherds hut when they are away from the site. Huts in the Hills cannot be held responsible for any of the guests personal belongings brought to the site.

The guest is responsible for leaving the hut in good order. Please alert Huts in the Hills about any damage or breakages as soon as possible. Huts in the Hills reserves the right to charge for excess damage.

Disabilities

We highly recommend that any guests with limited mobility contact Huts in the Hills prior to booking with us as access to all our shepherds huts is via steps.

No Fire Policy

Fires are restricted to the wood burning stove and fire pits only.

No Smoking Policy

In consideration to all of our guests the shepherds huts are NO SMOKING PROPERTIES. Smoking is completely prohibited inside the 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 a bin 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 hut sites or surrounding area is strictly prohibited unless prior agreement with Huts in the Hills.

Complaints

Any complaints must be made known to Huts in the Hills 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 Huts in the Hills the opportunity to investigate the complaint and endeavour to put 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 Huts in the Hills.

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