



Atlantic Horizons

Terms and Conditions

Atlantic Horizons Glamping and Camping (AH) reserve the right to change & update its website, including prices, terms & conditions without notice. Atlantic Horizons Glamping and Camping also reserves the right to refuse entry to the site or instruct guests to leave for any reason, (for example due to inappropriate, violent or aggressive behaviour, dangerous weather or site conditions).

Use of the AH website constitutes acceptance of the company's terms and conditions. We will always ask you to read the terms and conditions before confirming your stay and by placing a deposit you confirm that you have done so.

If your booking is affected by Covid 19, our standard cancellation terms now apply.

We (Atlantic Horizons) are not liable for refunds or expenses you (the guest) incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, pandemic, health risks or such similar events ('Force Majeure'). We recommend that you have adequate holiday insurance in place to cover this.

Privacy

Your contact and personal details may be kept by us for future mailings and news. You may opt out of receiving emails at any time by contacting us.

We will not pass on or sell your details to any third parties.

Bookings

All bookings will require a 30% deposit to be paid. AH considers bookings from persons over 18 years of age (and over 21 years of age for all-adult groups). We reserve the right, without giving reasons, to refuse a booking.

Confirmation of the booking will be sent after full payment has been received. Until full payment has been received AH reserve the right to re-let the unit unless you have paid a 50% deposit. If you have paid a 50% deposit, the full balance must be paid by 6 weeks prior to your arrival date. If the full balance has not been made 6 weeks before arrival, your booking may be cancelled and no deposit refund will be given.

The person booking, where they are booking on behalf of other people, is responsible for disseminating the appropriate information to those persons that we send them. For example, these Terms and Conditions, directions, and to ensure all members of the party are fully aware of the nature of the campsite, the facilities, the grounds, the service we offer and any appropriate clothing and footwear they will require.

Group/All-Adult Bookings

AH has the right to refuse group* or all-adult** bookings if we feel that this may be of detriment to other guests staying on site. All-adult groups are only accepted outside of school holidays (with the exception of the last weekend in October half-term) if our Site Regulations (including noise policy) are agreed to or all of the accommodation is booked for the group. .

*'Group' booking means more than one accommodation unit for a family/friends group.

**'All-adult' booking means more than one couple in an accommodation unit.

If you have any queries regarding group bookings please call the AH Team on 07397775760. The whole site could be available for booking. A group discount could be applicable subject to availability and occupancy. Please give us a call before making any group bookings.

Security Deposit

You will be asked to pay a security deposit of £100 per glamping accommodation at the time of booking. We aim to refund security deposits within ten working days of guests' departure. It can take longer if deductions are involved for repairs or replacements. The security deposit is to cover any costs to AH for damage or breakages and for extra cleaning required after a stay. Security deposit refunds are made by bank transfer, and guests are reminded that we will need their bank details in order to make the refund.

Damages / Breakages / Cleaning

For damages or breakages: Guests are advised to check the accommodation unit/s for any damages or breakages found at the beginning of their stay and to inform a member of the AH Team of any that they find. Please let us know if anything gets broken so we can replace it for our next guests. We will only charge for replacements in exceptional circumstances, as we expect a degree of wear and tear. If damage is directly attributable to the guest, then we reserve the right to request payment of a sum that relates to the level of damage/issues caused. Atlantic Horizons reserves the right to invoice guests following their stay.

For extra cleaning: Guests are reminded that they must leave the property in the same condition as when they arrived, remove all food items and personal belongings and follow Atlantic Horizons instructions about where to place rubbish etc. and return any moved inventory items to each accommodation unit or they may be liable for extra cleaning costs. If the accommodation unit is not left in an acceptable condition and AH has to carry out extra cleaning above and beyond what they would normally expect this will be charged at £15 per individual staff hour. AH reserves the right to deduct this payment from your security deposit or invoice guests following their stay.

Accommodation

Included in the accommodation price: rental of accommodation unit/s booked, access to designated areas of AH, use of parking, toilet and shower block, compost toilets, drinking water, allowance of wood provided in accommodation (one bag of wood for the first night). **NOT included in the accommodation price:** rubbish collection (rubbish & recycling should be sorted and disposed of in the bins provided in our communal kitchen or carpark), washing up of all used kitchenware, firewood for firepits, firewood for wood-burning stoves above first night allowance.

Before departure, washing up should be done, put back where it came from and all rubbish should be put in bins provided. **Please leave no trace.**

Prices

The prices on the AH website are not binding and AH reserves the right to modify these prices. The price stated on the booking confirmation letter / email (sent after automated booking summary) is binding. Special offers and/or discounts cannot be used after you have booked your stay.

Cancellation

For bookings that are made via the Atlantic Horizons website or over the phone:

- Cancellations made more than 42 days before the holiday start date will be subject to your 30% non-refundable deposit paid as a cancellation fee.
- No refunds are given for cancellations made within 42 days of the holiday start date.
- If your stay is terminated early, the entire booking amount is payable.
- For bookings that are made via a third party website you will need to read their cancellation policy as this may differ from our own.
- We suggest you take out the necessary holiday insurance to cover any losses

In the event that we need to cancel or postpone your holiday we shall inform you as soon as possible and refund all money paid to us, by you, within 14 days, if we are unable to agree upon a new date.

Lost Property

AH is not liable for any loss or damage to the property of the client or any person as may occur within the constraints of the Hotel Proprietors Act 1956. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed within 3 months of the guest's departure it will be disposed of by Atlantic Horizons.

Liability

Atlantic Horizons Glamping and Camping (AH) accept no liability for:

- i. theft, loss or damage, of whatever nature, during or as a result of a stay at AH.

ii. any defect or out of action equipment and loss or closure of supplies at AH.

Guests are responsible for any losses and/or damage which occurs as a direct or an indirect consequence of their stay, irrespective of whether any losses and/or damages are caused by themselves or by third parties who are at AH.

If you leave your tent in an inappropriate condition, additional costs can be charged to you.

If you leave your tent in an improper condition, AH is entitled to charge an extra fee of up to £100 of additional (repairs) costs. This can increase to a larger amount when in combination with serious damage to our units or even late departure.

Vehicles are parked at their owners' and drivers' risk and AH cannot accept responsibility for any damage or theft occurring to vehicles. If a vehicle is left in the car park without the consent of AH, we reserve the right to remove the vehicle at the owner's expense. At no point must any guest or members of the general public enter any gated area or building other than those specified in the site guidance.

Force Majeure

Atlantic Horizons Glamping and Camping cannot be held liable if, through Force Majeure, the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of AH, including threat of war, blockades, fire, floods, staff strikes, virus outbreaks and other disruptions or events.

High winds - In the event of winds reaching over 49 miles per hour, the bell tents are not deemed safe and Atlantic Horizons reserves the right to cancel any stay. In this situation, customers will be offered alternative dates free of charge or receive a full refund.

Complaints Procedure

We take great care to ensure our guests have an enjoyable stay here at Atlantic Horizons Glamping and Camping, however if you have a complaint during your stay please contact a member of staff as soon as possible and we will do our best to resolve any issues to make your stay more enjoyable. If a genuine complaint is not settled to your satisfaction, then you can write to AH at the following address:

Complaints

Atlantic Horizons Glamping and Camping

Eastcott Cross

Bude

Cornwall

EX23 9PN

Please note, complaints made after your stay are not always easy to be investigated and therefore are most difficult to resolve. Bringing any issues to our attention during your stay allows us to get any issues or problems resolved as quickly as possible and lessen any adverse impact on your stay.

Risks

Whilst staying at Atlantic Horizons Glamping and Camping you will be surrounded by farmland with sheep and potentially dangerous farm equipment amongst other hazards. Also please be aware that some of the guest equipment, including the BBQs, gas stoves and fire pits may be dangerous if misused. As well as the above there are ditches and lots of woodland. AH is not responsible for accidents (to the greatest extent permitted by law). Children must be supervised at all times. We recommend you take out travel insurance against the risk of accidents and your stay being terminated early.

AH have conducted both general and covid-19 specific risk assessments for the site.

Day Visitors

You can have day visitors during your stay but you must inform a member of staff to make sure it's ok beforehand. Paying guests must ask permission of AH if it's over two persons in the day visit group. Day visitors are not permitted to stay overnight and must have left the site by 10pm.

General legal information

Our business partnership incorporates Brad Olde and Alex Boardman. We are not bound by any printing errors.

Bank details - Atlantic Horizons

Account number: 00022172

Sort Code: 30-64-12

Address -

Betty's Barn, Eastcott Cross Farm, Bude, Cornwall, EX23 9PN

Contact details -

Telephone number : 07397775760

Email: info@atlantichorizons.co.uk

Partnership: Mr Alex Boardman, Mrs Faye Boardman & Mr Bradley Olde