



Redwood Retreat  
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Bryntirion Lane  
Rhayader  
Powys  
LD6 5LT  
Tel 01597 810 909  
[www.redwoodretreat.co.uk](http://www.redwoodretreat.co.uk)

## Terms & Conditions

### The Greener Camping Club

In order to comply with countryside planning policy, we operate as a Greener Camping Club members only campsite. The club was established by people with a passion for sustainable, eco-friendly camping holidays. When you book your holiday with us, you will be enrolled as a member of the Club. Membership costs just £12 for the calendar year and gives you access to some of the greenest campsites in the UK. It also includes participation in the Club's 'Trees for Life' scheme, whereby a tree is planted for every member we that enroll.



**The  
Greener  
Camping  
Club**

*Certificated Campsite*

### Booking Conditions

In these Booking Conditions 'we', 'us' and 'our' means Redwood Retreat. 'You' means the person who has placed the booking.

#### **Booking:**

The Contract between you and us will come in to force upon the later of (a) our receipt of payment of your deposit; and (b) our dispatch of a confirmation of booking. You are deemed to have agreed to these Booking Conditions and will be responsible for all persons included in the booking and should ensure that they are all aware of these Booking Conditions. We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these Booking Conditions.

#### **Payment:**

For all bookings payment in full is required at the time of reservation and is non-refundable. Where you fail to pay any sum by its due date, we shall be entitled to cancel your booking.

#### **Arrival/Departure:**

The accommodation (unless otherwise stated in the property details) is available for occupation from 4pm on the first day of the holiday and must be vacated by 10am on the last day.

#### **Access:**

You must allow reasonable access for us and our workers to the accommodation during your stay if special circumstances or emergencies happen or if you break any of these Booking Conditions.

#### **Guest Responsibility:**

The supervision of any adults requiring care remains your responsibility at all times.

**Number of People using the Accommodation:**

We permit you and members of your party (but no one else) to occupy the accommodation for holiday purposes only. You must declare the correct number of additional guests during booking and, if this changes, must inform us before the holiday commences of any change. No more than the maximum number of persons stated on our website may occupy a property unless with our prior written permission. Extra charges will be applicable if the number of guests is greater than the number stated on the booking.

**No Smoking:**

We have a no smoking policy within our properties. Vaping and other forms of smoking substitutes are not permitted.

**Behaviour:**

You and all members of your party should:

- not behave in an anti-social manner, breach the peace or otherwise act in a way which disrupts or affects the enjoyment of others;
- behave in a way at all times which does not break any law or regulation;
- not use the accommodation for any illegal or commercial purpose;
- not sublet the accommodation or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted as a member of your party.

In the event of a breach of this condition, we shall be entitled to terminate your stay with immediate effect and no refund shall be due to you.

**Pets:**

No pets are allowed on site.

You are not permitted to remove any item from the accommodation during the period of your stay.

**Damage, Loss, Theft:**

You agree to immediately inform us of any damage or loss to the accommodation or our site during your stay, howsoever caused. We are entitled to recover any losses we suffer as a result of damage or loss, howsoever caused, automatically via the payment method provided at booking.

**Wildlife:**

Our properties are in a beautiful rural area. Please therefore expect to meet some wildlife, including the odd spider, mouse, bird, fly, bee, wasp or other creature, which may make their way into a property unbeknownst to us. We take no responsibility for any such ingress.

You are responsible for leaving the accommodation in good order, in the same condition as you found it when you arrived and in a clean condition; otherwise, additional charges may be levied.

You should not leave any items in the accommodation at the end of your stay. If any items are left, we have the right to charge for the removal, return or disposal of those items.

Property descriptions and all details both written and verbal are given in good faith and believed to be correct, but interpretation thereof can be subjective and as such their accuracy cannot be guaranteed. Property details may vary over time from photographs and descriptions on our website. Not all details of the relevant facilities can be included on our website. Furthermore, there may be small differences between the actual property/arrangements and its description. Occasionally, problems mean that some facilities or services are not available or may be restricted. If this happens, we will tell you as soon as reasonably practical after we become aware of the situation. We make reasonable efforts to make sure that information we give you about your property and its facilities or services, as well as advertised travel and other services, is accurate and complete on the date given. We cannot accept responsibility for any inaccurate, incomplete or misleading information about any property/arrangements or its facilities and services, unless this was caused by our negligence.

We cannot accept responsibility for any changes or closures to local services or attractions mentioned on our website.

**Cancellation by us:**

We reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable for any reason whatsoever (including without limitation to the generality of the foregoing through fire or flood), subject to a full refund of all monies paid (but no further liability). We shall be under no other liability if such cancellation occurs, beyond an obligation to use reasonable endeavours to secure alternative accommodation within our site.

**Cancellation or Changes by you:**

Once the holiday is booked you have entered into a legally binding contract. If you cancel, for whatever reason (including medical and weather related) then no refund of the deposit or balance will be due. We recommend and expect that you will have or will take out a holiday insurance policy (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to your stay. No refunds are payable in the event that you cut short your stay.

**Amendment Request by you:**

Once the holiday is booked you have entered into a legally binding contract. If you wish to change your holiday to a new date, there may be a £75 fee that will be added to your total payment. If the holiday is within six weeks you will not be able to change your booking without losing any money already paid.

**Government Public Health Measures:**

If you have to cancel your booking because UK government public health measures mean it is unlawful to travel to or to make use of the accommodation you booked, you may choose to: -

transfer your booking to a later date free of any administration charges, subject to availability. You will have to pay any difference in price if the cost of the new booking is higher; or

request a voucher with a redemption value equal to the amount previously paid by you for the booking. The voucher terms and conditions will be available to you before you make your choice under this condition.

**Force Majeure:**

Save for our obligation set out in condition 21, we do not accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, pandemics, acts of any government or public authority, or any other event outside our control.

**Liability:**

We cannot accept responsibility for any loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the accommodation, its plumbing, gas, electrical services or exceptional weather.

No responsibility is accepted for loss or damage of property, (including pets), vehicles or vehicle contents belonging to you or any member of your party during their stay.

Our maximum liability to you and your party will be the total cost of the holiday as paid by you to us. No other expenses such as travelling costs or alternative accommodation will be accepted.

**Waiver:**

Our failure to enforce or exercise, at any time or for any period of time, any term of, or any right pursuant to these Booking Conditions does not constitute and shall not be construed as a waiver of such term or right.

Use of our website and services are in accordance with these Booking Conditions and our privacy policy which outlines how we use and protect your data in the delivery of these services.

Any dispute, claim or other matter which may arise in relation to your booking will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.

A 3% handling charge will be calculated on any refund.