

## **Terms & Conditions**

Thank you for choosing to book a stay with us. We aim to make your stay one that you will treasure and want to repeat time and again. We enter into an agreement of trust with our guests that they will take care of our property and themselves whilst visiting.

We ask that all guests adhere to these Terms and Conditions to protect both us as hosts and you as our guests. Failure to adhere to these Terms & Conditions could result in guests being asked to leave without notice or reimbursement. This enables us to maintain our standards whilst ensuring your safety and establishing a clear, legal contract for damage, cancellation and exceptional circumstances.

Common Ground Co-operative (trading as Berry Farm Shepherd Hut) reserves the right to change the website [www.stay.berryfarmprojects.org.uk](http://www.stay.berryfarmprojects.org.uk), including Terms & Conditions, without notice.

It is important that you read all the instructions that are sent to you before your arrival and that you follow the instructions in the welcome pack.

In these Terms & Conditions the following terms have the following meanings:  
'Berry Farm', 'us', and 'we' means the manager of Berry Farm Shepherd Hut on behalf of Common Ground Co-operative Ltd.

'Agreement' means the agreement between Berry Farm and the guest for the holiday rental.

'Guest' and 'you' means the person/s named on the booking/invoice.

## **Covid-19**

### **Payments & Cancellations During Covid-19**

During the current Covid-19 pandemic, we appreciate that greater flexibility is required in regards to payments and deposits. With this in mind, you can book at Berry Farm with complete confidence in our Covid-19 guarantee, as detailed below:

- A deposit of just 20% to secure your booking.
- Balance payable in full 28 days before your stay.
- All bookings made are guaranteed a full refund, or transfer to alternative dates, if we are forced to go into lockdown. If one of your party becomes ill due to Covid-19 or is obliged to self isolate having been contacted by track and trace a full refund, or transfer to alternative dates will be supplied subject to evidence being provided by the guest. All rebooking dates will be subject to availability.
- Any bookings made for stays outside of a lockdown period, or which are cancelled due to reasons not related to Covid-19, are subject to our standard booking terms and conditions as stated below.

## **What to do if a guest develops Covid-19 symptoms during their stay at Berry Farm**

- Order a test by phoning 119 or online via nhs.co.uk. Our postal address for this is Berry Farm, Clarkes Lane, NR34 8HR. The nearest priority post box is at Ilketshall St Andrew Village Hall, School Road.
- Inform us immediately (01986 781173/07910 438 940) so that we can prepare for the potential impact on subsequent bookings and keep an eye on the post for you.
- ALL GUESTS must self isolate where you are until the results are texted to you.
- When test results are received inform Berry Farm of the outcome.
- If the test result is positive return home if you can do so safely. If you cannot reasonably return home (for example because you are not well enough to travel or do not have the means to arrange transport) your circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.
- If for any reason, leaving the site is not possible, and self-isolation is required to take place on site, the fees for all bookings affected, plus the going rate per night will be payable by the guest/s in question.
- If leaving early due to possible Covid-19 symptoms, or if symptoms develop on the day you leave, Berry Farm must be informed of this.
- If any guest does not follow these guidelines in regards to Covid-19, Berry Farm has the right to remove all guests without a refund.
- Guests are requested to be mindful of maintaining safe distancing while interacting with staff and during any visits to the local area.

## **Departure during Covid-19**

During this time, we request that all bed linen is stripped by guests and placed in the bag supplied, along with any towels used. This will enable us to isolate any used linens for 24 hours before washing and will keep Berry Farm staff safe.

## **Non-Covid-19 Related Terms & Conditions**

### **Prices**

- Berry Farm reserves the right to adjust prices at any time. However, the price stated on a booking confirmation will be honoured.
- The booking price includes eco-friendly bathroom and kitchen products, bed linen, pillows and towels for 2 people (either sharing the double bed or using the single daybed also).
- The BYO linen discount is only valid if you do bring your own. The amount will be charged to your card otherwise.

### **Arrival & Departure**

- The shepherd hut will be available from 3.00 pm on the day of arrival unless otherwise arranged.
- Please ensure that guests advise us of their expected arrival time. The key will be left in a

secret place if we are not available to meet you.

- Departure is by 10.30 am unless otherwise arranged.

The Shepherd Hut must be left clean and tidy. All rubbish/recycling is to be disposed of appropriately and any breakages must be reported to Berry Farm on departure.

## **Booking & Cancellation**

Bookings can be made via the website. Once booked, dates will show as unavailable on our booking calendars.

This deposit is non-returnable in any case where the guest is cancelling the booking except for in specific circumstances outlined in our covid-19 policy above. Nor will the deposit be returned if the balance is not paid in full when due.

28 days before the start of the booking the balance of the fee will be due. If the booking is made within 28 days of the start of the stay the full amount will be due immediately.

Guests choosing to pay in full on booking will be refunded any amount above the 20% deposit if their booking is cancelled more than 28 days before the start date.

Within 28 days of arrival date, no refund is offered as in the case of a no show, except for in specific circumstances outlined in our Covid-19 policy above. During this time a transfer may be acceptable if alternative dates are agreeable to both parties but is not guaranteed.

Berry Farm reserves the right to cancel a guest booking in light of extreme conditions of weather, war or terrorism. In the very unlikely circumstance of this happening, guests will be refunded their booking payment in full, or a mutually agreeable alternative date provided.

Berry Farm reserves the right to cancel a holiday at short notice if for unforeseeable circumstances we are unable to provide safe accommodation due to ill health, fire, extreme conditions or any other extenuating circumstance. In the very unlikely circumstance of this happening, guests will be refunded their booking payment in full, or a mutually agreeable alternative date provided.

Berry Farm does not accept responsibility or liability for any loss, including consequential loss caused by cancellation.

## **Breakages and Damage**

- Please take the very best care of our shepherd hut. It has been lovingly built by hand by us.
- Guests are requested **NOT** to wear shoes inside so please bring slippers or cosy socks!

- Whilst we accept a degree of wear and tear, should there be any significant damage or breakage during your stay you may be held responsible.
- We reserve the right to charge for excessive cleaning where the accommodation has been left in an unacceptable condition, be that through rubbish, litter, movement of furniture items and/or contents or interference in the structure.
- Guests will be held responsible for any fire, damage or alteration to the structure caused by negligence.

### **Accident and/or Injury**

- Berry Farm accepts no responsibility for accident, injury, damage or loss of property incurred on-site, including vehicles and their contents.
- Berry Farm advises guests to take out full holiday insurance.
- Berry Farm is a natural environment and we work hard at maintaining and preserving the wonderful biodiversity on site. There are some natural hazards that guests should be aware of. These include, but are not limited to: a pond, poisonous plants, tree roots and limited lighting after dark. It is also a working farm with livestock and machinery – it is not permitted to enter any fenced areas unless by prior arrangement.
- Guests should be mindful that Berry Farm is not a manicured site with paved paths and that in places the terrain is rough and uneven. In wet weather conditions, the ground can become slippery and muddy, so appropriate footwear should be worn.
- Guests must not enter the pond. Berry Farm are not liable for any injury or illness caused by entering the pond.

### **Services**

- The cost of a stay with us includes charges for water, electricity and firewood for the indoor woodburning stove (extra wood can be purchased for outdoor campfires). Berry Farm Shepherd Hut is off-grid and is reliant on solar power for lighting and appliances, as such it is the responsibility of guests to conserve energy regarding these services. Berry Farm will not be liable should power be drained, resulting in lights going out/appliances not working.
- Guests shall operate all equipment in line with the information provided in the welcome pack.
- Guests must comply with the instructions found in the welcome pack with regards to the woodburning stove and outdoor fire bowl.
- Guests must adhere to the ethos of Berry Farm regarding recycling, rubbish and our environmental policy, as detailed in the welcome pack.
- Bedlinen, towels, tea towels, toilet paper, bathroom products and washing-up liquid are all provided.
- We ask that guests only use environmentally friendly products. All wastewater is filtered into the woodland floor and as such we have a responsibility to ensure that it does not contain anything that might cause harm. Berry Farm will provide guests with suitable products to use.
- The composting toilet must be used following the instructions provided

## **Fire Policy**

- Campfires are only permitted in the fire bowl provided. Please do not move this around as the grass underneath does become scorched.
- All fires, including the wood-burning stove, must be attended at all times and kept under control.
- Do not hang anything on or near the wood-burning stove.
- Use only firewood supplied by us on the woodburning stove and NEVER use coal as this burns at a higher temperature.
- Always wear the gloves provided when tending the wood-burning stove.
- Candles/tea lights must not be used indoors.
- The accommodation is fitted with a smoke alarm, carbon monoxide detector, fire extinguisher and fire blanket. However, if used correctly, the wood-burning stove is very safe.
- Chinese lanterns are not permitted. These pose a serious risk to livestock.

## **Peace and Tranquility**

- Berry Farm is a rural setting and we intend to maintain peace and tranquillity at all times. Any guest causing a nuisance or disturbing the peace will be asked to leave immediately without a refund.
- Loud music is not permitted at any time.
- Noise must be kept to a minimum after 10.00 pm.
- The use of foul language, threatening behaviour, trespassing or vandalism will not be tolerated at any time. Any offence of this nature will result in all guests being asked to leave immediately without a refund.
- Berry Farm is unable to control local farm or shoot noise, or indeed the birdsong and wild animals!
- The access track to the shepherd hut is also a public footpath. Any behaviour that is not respectful of this such as blocking the path or driving over 10mph may also result in being asked to leave immediately with no refund.

## **Smoking**

- Smoking is strictly prohibited in the shepherd hut. Guests who do not adhere to this will be asked to leave immediately without a refund.
- Guests who smoke outside must dispose of cigarette butts in an outside bin and must not litter the surrounds.

## **Dogs**

Dogs are not allowed. The footpath by the field is regularly used by dog walkers and livestock is kept at the farm. Any injuries to livestock must be paid for.

## **Children**

It is the responsibility of the booking adult that children adhere to all the terms and conditions outlined here.

## **Complaints**

In the unlikely event of a guest having a complaint, please notify us as soon as possible and we will endeavour to resolve the issue wherever reasonably possible.

Both here and in the Welcome Pack we have aimed to give clear and fair information about what to expect from your stay.

If there is anything that you would like further explanation of, please do ask.

**We look forward to welcoming you to Berry Farm.**

**Common Ground Co-operative trading as Berry Farm Shepherd Huts**

**Register number: 4644**

**Registered address: Berry Farm, Clarkes Lane, Beccles, NR34 8HR**

**We are not a VAT registered business**