



FOREST MEADOW RETREAT

1 Route de Suris,
La Sudrie, Le Linois
FRANCE
info@forestmeadowretreat.com

TERMS AND CONDITIONS OF YOUR BOOKING. 2021

BOOKING YOUR STAY AT FOREST MEADOW RETREAT MEANS YOU HAVE READ AND AGREED TO THE FOLLOWING TERMS AND CONDITIONS OF YOUR STAY. *Thank you*

HOLIDAY DATES

The dates for your holiday will only be confirmed and the booking accepted to be a contract on receipt of a non-refundable deposit of:

- **25%** of the total cost of your stay WHEN BOOKING AN INDIVIDUAL TENT for up to 3 people
- **40%** of the total cost of your stay WHEN BOOKING THE WHOLE SITE FOR A GROUP EVENT, WEDDING OR PACKAGE HOLIDAY accommodation for up to 18 people.

The remainder of the cost of your holiday must be paid in full 6 weeks in advance of your booking period.

WE WILL SEND YOU A GENTLE REMINDER THAT THE BALANCE OF YOUR BOOKING IS DUE JUST BEFORE THIS 6 WEEK PERIOD. PLEASE CHECK YOUR SPAM. NOT RECEIVING THIS REMINDER IS NOT AN ACCEPTABLE REASON TO DELAY YOUR PAYMENT.

After this, failure to pay the outstanding balance 6 weeks prior to your booking will result in your booking being suspended and your glamping accommodation and any pre-booked classes and breakfasts put back up as available again. Subsequently if we receive your payment in this time and the accommodation is no longer available we will refund you minus the deposit.

If you are booking within this 6 weeks period then full payment must be received to confirm your booking.

However if you have used a third party booking site then please refer to their terms and conditions regarding payments, refunds and deposits.

IF YOU BOOK SESSIONS RUN BY OTHER OUTSIDE TUTORS AND PROFESSIONALS TAKING PLACE ON OUR GLAMPING SITE:

These are in addition to your stay and must be paid for directly to the person running that session or service. Those professionals are responsible to provide you with their own terms and conditions regarding deposits/refunds and payments. The tutors are required to be fully insured.

We take no responsibility for any injuries, loss of life, damage to personal property or loss of deposits through privately run sessions on our site.

CANCELLATIONS

Cancellations must be in writing (including emails). A confirmed booking is a legally binding commitment. You are strongly advised to take out the relevant holiday insurance to cover cancellation, illness and damage to or loss of personal belongings.

- If you cancel your reservation up to one week after booking, provided this is not within the 6 week period of your booking date we will refund your deposit.
- If you cancel the booking one week after but this is within the 6 week period we will retain the deposit but no further charges will be made.
- If you cancel less than the 6 weeks prior to your booking dates after making a full payment we will retain the full payment.

In the unlikely event that we have to cancel your stay then we will do the following:

- Attempt to make alternative arrangements for you in a similar accommodation nearby.
- Attempt to arrange an alternative date/dates for your stay. Should this be in a higher priced period there will be no additional charges, if it is a lower priced period we will refund you the difference.

OUR RIGHTS INCLUDE, BUT ARE NOT LIMITED TO:

- Refusing to accept any bookings at our sole discretion.
- Refuse entry to anyone not booked on our site.
- Charging for any damage however trivial and however caused
- Claiming from you for loss of future business as a result of damage to property or wrongful and liable social media posts.
- Terminating your stay with immediate effect, without compensation or refund if you damage any property, are abusive to other guests, neighbours or staff here on site, do not respect other guest's right to a peaceful and safe holiday.
- We reasonably suspect you are breaking the law.
- You allow anyone extra to stay in your tent without our permission and extra payment for them.
- You do not comply with the terms and conditions.

OUR LIABILITY

We shall not be liable for any death or injury, damage or loss to your personal property occurring during your stay here at Forest Meadow Retreat. Please insure you cover any of your personal valuables with your own travel insurance.

Your car and contents is left at your own risk.

In the event of circumstances beyond our control (but not limited to) fire, flood, exceptional weather conditions that causes the loss of solar power, disease outbreaks, industrial disputes, wild animals ,noise from surrounding animals etc. We shall not be liable for any resulting costs, losses or damages suffered by you (including the cost of securing alternative accommodation) or failure to undertake our obligations to you.

You use our grounds and facilities at your own risk..

You are responsible for keeping up the standard of cleanliness of your accommodation during your stay, a daily house service is not part of the stay.

WHATS INCLUDED IN THE PRICE

- Fully furnished all season 5 meter Glamping tent accommodation with coir flooring.
- Log burner with first basket of logs for free (additional baskets available for a small fee)
- Solar powered lighting and phone charger
- Tea and coffee facilities
- Cooking facilities with gas barbeque and eco washing up liquids provided
- Pans, kettle, cutlery, crockery , glasses
- Outdoor dining space & furniture
- Private eco bathroom with a compostable toilet and solar shower bag per tent
- Bed linen
- Bath towels and hand towels
- Condiments basket FOR BLOCK BOOKINGS ONLY
- Fridge / freezer space
- For block bookings we provide a large dining /cooking area in and around the 10 mtr x 4 mtr marquee rather than individual barbeques at each tent.
- Free Parking

PLEASE NOTE: use of antibacterial toiletries is prohibited. Our grey water treatment system is a natural wildlife plant, water filtration system therefore such toiletries will damage the delicate chemical balance and harm the wildlife. Any damage caused by using non eco- friendly products could end in a charge being made to you for replacing vital parts of the system up to and above 1000 euros plus any loss of business due to the disruption of replacing any essential elements

COMMUNAL SPACES

During your stay you have use of the following communal spaces and facilities. Please be considerate of others.

- Above ground plunge pool (not heated)
- The 'Petite Sweat lodge'.
- Fire pit & outdoor seating areas
- Marquee space and shaded seating area , please note on some days during your stay creative classes or health workshops may be taking place in this area. Please ask us for more information before you book.
- Outdoor Games area
- Badminton set
- Hammocks
- The Meadow Book Box
- Picnic spaces

AVAILABLE IN ADDITION : at an extra charge

- Breakfast box 12 euros per person per day , brought to your tent . Please book these with accommodation.
- Buffet Breakfasts are available for large groups on request . (we cater for vegans and vegetarians.)
- Catering for day time and evening meals is available for large groups. Please request details .
- Cool box hire 3 euros a day
- Various workshops and classes are run throughout the year (see diary dates and individual class prices)

CHECKING IN AND CHECKING OUT TIMES

- check in times on day of arrival from **3pm** no later than 8pm (unless pre- arranged at time of booking)
- check out on day of departure from tent **10.30** (from site)**11am**

You will be charged for any loss of business due to a late departure.

PET POLICY

Due to nature of our Glamping retreat we cannot allow pets to stay with you here at Forest Meadow Retreat.

However we collaborate with a local Kennels just 8 minutes away for you to book your dogs accommodation with flexible collection and drop off times so you can take your dogs out for the day if you wish. PLEASE ASK FOR DETAILS.

THE ANIMALS HERE

We have dogs that do bark sometimes when people come and go but are friendly, and we do not allow them onto the site.

Our rescue cats will roam around the site or have a sunbath at the top of the field. .

We have rabbits and chickens too.

GROUPS AND BLOCK BOOKING SECURITY DEPOSITS

At the point of making your final payment we will add a security fee of 400 euros. This will be returned by bank transfer up to a week after you have checked out providing there is no damage to the sites facilities, grounds or materials. Any specialised cleaning is not included in your stay and you will be charged appropriately if any is required. We are happy to provide receipts from companies if any deep or specialized cleaning is required or any items needed to be replaced or repaired. Any outstanding costs above the 400 euros will then be charged directly to the person making the booking. Please express this condition to all whom are part of your group.

SMOKING Smoking (including E – cigarettes) is not permitted inside our around E any of the tents on our site, including the marquee, around the pool or in the sweat lodge. There are designated smoking points around the site with ashtrays provided.

You **MUST** ensure all cigarettes are fully extinguished .You will be held responsible for any damage caused however large or small by you not extinguishing cigarettes safely.

COMPLAINTS

Should you have any complaints with regard to your stay at Forest Meadow Retreat you must inform us straight away and without fail before you leave there is always someone available on site OR contactable to help with any issues you maybe having. We cannot consider any complaint brought to our notice after you have left.

EMAIL CONTACT

Please read our new GDPR and Privacy Policy at the bottom of these terms and conditions

GDPR PRIVACY POLICY

The European regulation NO 2016/679 of 27 April 2016 or General Data Protection Regulation (GDPR) came into force on the 25th May 2018. This law replaces the Data Protection Act. This is a European wide law and such affects how we use and store information we receive from guests and enquiries. It covers all data, whether electronic or paper based.

WHAT INFORMATION DO WE COLLECT FROM YOU

When you make a booking with us we collect names of all the guests who will be staying at Forest Meadow Retreat. The home address, email address, and telephone number of the person making the booking.

HOW WE USE THE INFORMATION YOU GIVE US

We use your email to communicate with you , to send you booking confirmation and answer any queries you email us, and to thank you for visit and ask you for a review, We will also add details of how you can keep in touch with us on social media should you wish to do so.

We will not contact you by telephone unless we need to do so urgently or cannot reach you by email.

ACCESS TO YOUR INFORMATION

You have the right to request a copy of the information we hold on you. If you would like a copy please email fmr.charente@yahoo.com

YOUR RIGHT TO BE FORGOTTEN

All customers have the right to us to remove their details from our records. We are also required by law to keep financial records for 7 years, so guests cannot ask to be erased from these financial records.

If you book your stay with us and complete a booking form, then be assured that your details are kept secure on a system via password controlled entry and are not used for any other purpose or shared with any other person or business. We need your email address to send through booking forms, answer queries you have and to send you terms and conditions, booking confirmation etc. We do have a newsletter and you can choose to opt onto our mailing list and then opt out at any time. You are **NOT** automatically put onto our News Letter contacts list.

If you book through a third party such as, but not limited to, Booking .com then please refer to their policies. They have also got to comply with GDPR Regulations.

Also if you choose to follow us on any social media platform we don't need your consent to view our posts as these platforms have their own security policies and you will have agreed to them.

The GDPR will require us to notify the Commissioner's office within 72 hours of first becoming aware of any Data breaches that are likely to "result in a risk for the rights and freedoms of individuals". For any risk we are required to notify the customers "without undue delay" after first becoming aware of a data breach.

If you have any queries about any of our terms and conditions please do not hesitate to ask. We look forward to meeting you here at Forest Meadow Retreat.

Sharon & John Dexter

Forest Meadow Retreat