

## **General Terms and Conditions**

### **1. Wild Luxury**

Your contract partner is Countrywise Outdoor Leisure Ltd. We are not bound by obvious printing errors and should you want any further clarification about our terms of business then please email [adventure@wildluxury.co.uk](mailto:adventure@wildluxury.co.uk)

### **2. Your Lodge**

Lodges are available from 1.45pm on the first day of your holiday. Lodges should be left clean and tidy by 10.00 am on the last day of your holiday.

We include in the rental price of every safari lodge the rental of safari lodge, use of and access to the site and the grounds surroundings the Hideaway and Thornham Bay, water, parking VAT where applicable. We do NOT include rubbish collection, placing refuse in sacks or taking to the refuse area, washing up of cutlery and crockery, firewood for firepits, firewood for stoves beyond daily allocation, stripping or making beds.

### **3. Bookings**

Wild Luxury only accepts booking from persons over 25 years of age. We reserve the right to refuse any booking at our own discretion. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

### **4. Prices**

Wild Luxury prices vary depending on many factors including time of booking. Only prices stated on the reservation statement are binding. We occasionally offer special offers and discounts these cannot be applied retrospectively after the confirmation has been received from Wild Luxury.

### **5. Fire Safety**

Lodges are equipped with fire pits and wood ranges. It is the parents/guardians responsibility to ensure that young children do not place themselves in a situation whereby they can injure themselves by being vigilant of any potential incident. Whilst optional fireguards may increase the deterrent of being close to a heat source they do not guarantee safety. As with all camping holidays, parental supervision is essential, at all times. Wild Luxury cannot be held liable for injuries sustained due to parents/guardians failing to supervise children around fire pits and wood burners.

### **6. Group bookings**

We do not accept adult groups during our family periods which are typically school holidays in April, May and October as well as during July and August. Family groups are defined as families with children up to 15 years of age.

Please look at the Group booking section of our website under "Make a Reservation" for guidance on the terms upon which we accept group bookings.

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We will however consider letting the whole site to a specific group at any time. We reserve the right, at all times to refuse a booking at our own discretion and without justification. All confirmations and invoices must be checked upon receipt for any errors. In the event of any errors we should be notified as soon as possible and no later than 5 days after receipt.

### **7. Multiple and Adult lodge Bookings**

We have also noticed that with adult and multiple lodge bookings of 3 or more lodges then there are more frequent occurrences of damage to fittings and lodges being left untidy and requiring additional cleaning.

For this reason we require a bond of £100 per lodge for these types of booking. This must be provided 21 days prior to arrival. In the event that a bond is not provided your holiday may be cancelled by us with and your rental payment retained by us in line with our cancellation policy. Bond payments will be refunded to the relevant credit/debit card within 10 days of the end of your holiday if no extra cleaning or excess damage has occurred.

Multiple lodge adult group booking must purchase a Group Pack details of pricing available on our website.

### **8. Payments & Cancellations**

Deposits become due within 3 days of making a booking with payment accepted online. All bookings made within 10 weeks before the start of your stay must be paid in full immediately. Due dates are detailed on your original invoice. Wild Luxury will send you a reminder of payment. If balances are outstanding after 10 days has passed then Wild Luxury will be entitled to rescind any agreement and retain the 30% deposit as a cancellation fee.

### **9. Pets**

Pets are welcome at Wild Luxury but only at the Hideaway and not for one short period from the 29th July to August 30th. If we have a week where no pets are booked in we may advise this to families who have children who are afraid of dogs. For this reason we can only accept pets who have been booked in prior to arrival. In the event that you bring a pet that has not been pre-booked then we reserve the right to refuse permission for your pet to stay with you on camp.

The site is within open country-side with lots of fox and rabbit holes - if you think your dog may wander then seriously consider whether you would want to bring it. We have free range animals on site and dogs should be prevented at all times from causing anxiety or harm to any animals or livestock. Adjacent to livestock pets must be kept on leads at all times and must never be left in a lodge alone. No pets are permitted on beds or in the canopy bed. Your pet is your responsibility at all times and we cannot be held liable should a pet become lost or otherwise during your stay.

We reserve the right to request that any specific dog is placed on a lead at all times when not accompanied in a lodge or vehicle. We also reserve the right to ask any party to terminate their holiday if a pet cannot abide by these requirements or adversely affects another guests' stay. In the event that your pet should injure any animals on site then you may be asked to remove your pet from site.

**10. Making major changes to your holiday.**

Whilst we are happy to make adjustment to options required, if you want to make a major change to your holiday then charges may apply. If, after receiving your confirmation of the booking, you would like to make some alterations to the booking, we are not obliged to make any changes to the holiday booked. However we will endeavour to assist when booking are being moved to a more expensive period. Moreover should you wish to move to a less expensive period and/or reduce the number of lodges then cancellation charges will apply.

Wild Luxury strongly advise that you have valid annual holiday insurance in place that will provide suitable cover for accidents, illness ,bereavement, transport difficulties as well as extreme weather conditions. In the event that you wish to change your holiday arrangements due to these circumstances we do not make refunds or guarantee transfers but will assist with documentation for processing your claim with your chosen holiday insurance provider.

**11. Our cancellation policy**

In the event of a cancellation more than 10 weeks before the commencement of the stay, 30% of the rental amount will be payable with a minimum of £160. In the event of cancellation within 10 weeks before the start of the stay, the entire rental amount will be payable.

In the case of early termination of the stay, the entire booking amount is payable.

Wild Luxury is a holiday company and operates to the same industry principles as travel companies, tour operators and airlines. We strongly advise that you have valid annual holiday insurance in place that will provide suitable cover for accidents, illness, bereavement, transport difficulties as well as extreme weather conditions. In the event that you wish to change or cancel holiday arrangements due to these circumstances we do not make refunds or guarantee transfers but will assist with documentation for processing your claim with your chosen holiday insurance provider.

**12. Arrival and departure**

You have access to your lodge from 2 pm on the day of arrival. On the day of departure you must vacate the safari lodge by 10 am.

Check-In time is between 2pm and 6.00p.m. We strongly advise, in your own interest to arrive prior to 6pm but should you be unable to arrive within these times, please arrange a late-check optional extra available up to 9pm.

Please re-confirm by email your estimated arrival times 3 days prior to arrival to ensure your lodge is ready.

**13. Site Regulations**

In order to make the stay at Wild Luxury as pleasant as possible, all guests must keep to the

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determined rules of behaviour laid down in the site rules. You can ask for details of the full site rules on arrival, from your Camp Director.

These particular pertain to making sufficient levels of noise after 11pm 'quiet time' to disturb other lodges and behaving in a considerate and safe manner in regard to the site and fellow guests. No music should be played after 10pm without the direct permission of the Camp Director.

Vehicles should never be driven up to the lodges unless in an emergency or specific permission has been granted. We provide details of gate lock combinations only for emergencies. We would ask that guests report any unauthorised traffic movements to the camp director.

Lodges can accommodate up to six adults and children. Wild Luxury should be notified of any visitors to your lodge during your stay.

In the event that you breach our site rules then we reserve the right to ask any guest to leave the site without compensation for the unspent element of their holiday.

### **14. Force majeure**

Wild Luxury cannot be held liable if through Force Majeure our agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Wild Luxury such as, fire, floods, stormy weather, gales, snow, extreme hot or cold climatic conditions, civil disorder, threat of war, staff strikes, blockades and other interferences or events.

### **15. Liability**

Wild Luxury site accept no liability for: theft, loss or damage, of whatever nature, during or as a result of a stay with us the tenant and any accompanying guests will be joint and severally liable for all losses or damage that occurs either directly or indirectly as a result of their stay. This is also true of pets who should be monitored around the site and livestock at all times.

### **16. If you have a complaint.**

We want you to have an enjoyable stay with us. In the event that there is something that you are not happy about please notify our site manager as soon as possible during your stay. If you are still not satisfied with how matters have been dealt with then you can write to us within 14 days of departure setting out the details of your complaint.

### **17. Risks**

Wild Luxury sites are located in open countryside with livestock and machinery in close proximity. Children must be supervised at all times. All animals should only be treated with respect and care under adult supervision. Children should not climb in sheds, animal enclosures or other structures around the site. At the Hideaway nobody should enter the woods immediately behind the lodges.

Guests should be careful around the stoves and never take items from the rear of the stove. Young children should not use the power showers unless supervised by adults within their party.

It is the parents/guardians responsibility to ensure that young children do not place themselves in a situation whereby they can injure themselves by being vigilant of any potential incident. Whilst optional fireguards may increase the deterrent of being close to a heat source they do not guarantee

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safety. As with all camping holidays, parental supervision is essential, at all times.

Wild Luxury cannot be held liable for any injuries sustained due to parents/guardians failing to supervise children appropriately.