

## EVENTIST GROUP LTD TERMS AND CONDITIONS OF BOOKING

Dreamfields Glamping is a trading name of Eventist Group Ltd, hereafter termed 'The Company'.  
These terms and conditions apply to all functions taking place under the brand of Dreamfields Glamping.

- 1. Confirmation of Bookings**
  - a. A booking is only confirmed when processed through our booking platform and accompanied by full payment.
  - b. Any monies paid are non-refundable or transferrable upon cancellation.
  - c. The Company reserves the right to release unconfirmed bookings.
- 2. Cancellation by the Company**

The Company may cancel the bookings under the following circumstances

  - a. If the premises or any part of it is unavailable due to circumstances outside of its control.
  - b. If the Client becomes insolvent or enters into liquidation or receivership.
  - c. To avoid breach of these conditions.
  - d. If it might prejudice the reputation of, or cause damage to the Company. In such an event, the Company will refund any advance payment made but will have no further liability to Client.
  - e. If the event does not meet the minimum capacity required to proceed.
- 3. Liability**
  - a. The Client will be liable to the Client and/or persons attending the site for injury to persons, or loss or damage to property only where and to the extent that it has been negligent, but otherwise will be under no liability to them whatsoever.
  - b. The Client will be liable for any loss or damage to the Company's property, premises and/or equipment (including equipment hired for their use), or injury to any person including the Company's staff and shall indemnify the Company against any loss or liability (other than the Company's liability in 5.a) arising from the function.
  - c. The Client is advised to consider arranging insurance for the booking covering cancellation, public liability and loss or damage to its property and that of persons attending the function.
- 4. General**
  - a. All of the prices quoted include VAT unless otherwise stated. VAT will be charged on the invoice for all goods and services provided and will be at the prevailing rate.
  - b. All stays are for a minimum of 3 nights. Additional guests are charged at £30.00 per person per night for ages 3 to 16. Under 3's will not be provided a bed/breakfast unless requested and the additional £30.00 per person per night is applied.
  - c. We can allow Dogs to stay, subject to availability, for a one-off payment of £20.00 per stay. Dogs must be well behaved and kept on a lead at all times within the Glamping Field. Owners are responsible for tidying up after their dogs.
  - d. The Company will take all reasonable steps to fulfil the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services of at least an equivalent standard at no additional costs to the Client.
  - e. The Company reserves the right to pass onto the client any additional costs incurred by them in respect of goods and services requested during the course of the booking or caused by the Client not adhering to the agreed times of services.
  - f. Whilst the Company has taken all reasonable steps to ensure that the information contained in its brochures and tariffs is accurate, it reserves the right to alter or substitute any service, facility or amenity without notice if necessary.
  - g. Notwithstanding anything contained in these Terms, the Company will not be liable for any failure to perform its obligations to the Client in whole or part as a result of any of the following circumstances: a) Strikes and other industrial action(s) b) Fire and/or floods at or near the premises c) Civil unrest, dispute or commotion d) Act of God e) Legal action against the Company, not resulting from its negligence, preventing the supply of services.
  - h. Written confirmation of the reservation shall be deemed to be acceptance of these conditions.
  - i. If there are queries on any part of an invoice, the Client will pay the undisputed balance of the sum owing on the date due and the remainder on resolution of the query.
  - j. This agreement shall be subject to the law of the country in which the premises is situated.
  - k. These Terms and Conditions and Booking Forms supersede all previous versions.
- 5. Damages and Behaviour**
  - a. If there are breaches of required standards of behaviour, noise nuisance or damages to our equipment, guests will be asked to pay a bond of £100 per adult to remain on site. Failure to pay this bond will result in termination of the contract and guests will be asked to leave site immediately and no refunds will be given for any unused nights. Payment of this bond will allow guests to stay so long as no further noise nuisance, anti-social behaviour or damage occurs and, in these circumstances, this bond will be returned on departure.
  - b. Please note that there is a Low Noise Policy in place from 10pm every night around the campsite.
- 6. Data Protection & GDPR**

The Company undertakes that it shall work according to the Eventist Group's Data Protection Policy, Information Security Policy and Public Security & Privacy Policy, which are available to view on [www.eventistgroup.com](http://www.eventistgroup.com) or we can send a copy upon request at any time.
- 7. Client use of the Premises**

The Client and persons attending the site shall:

  - a. Comply with all licensing, health and safety and other regulations relating to the premises.
  - b. Not bring any dangerous or hazardous items onto the premises and to remove any such items promptly when requested to do so by a member of Company management or any other such authorised person.
  - c. Not act in any improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable request by the Company's employees.
  - d. Any person or item in breach of these conditions may be refused admission to or be removed from the premises
- 9. COVID-19**
  - a. The Company will follow guidance given by the Government in terms of any Covid-19 restrictions.
  - b. If the event detailed in this contract is not permitted to proceed following on from the advice from the above governing bodies, the Company will allow the Client to transfer all monies paid to an alternative future date of the Client's choice, working with the venue and other suppliers.
  - c. If this is not suitable for the Client, the Client will receive a refund of any monies paid.
  - c. If there are no restrictions in place in relation to COVID-19 that prevent the event detailed in this contract to proceed; Clause 1(b) of this contract will remain valid.