

Pilton Moor Stables

Terms & Conditions for Accommodation

1. Bookings, Cancellation & Refunds

COTTAGE/BARN BOOKINGS

For these bookings please fill out the booking form on our website:

The Cottage: <https://www.piltonmoorstables.co.uk/little-hill-end-cottage/>

The Barn: <https://www.piltonmoorstables.co.uk/little-hill-end-barn/>

There is £100 non refundable booking fee. The balance is due 2 months prior to your booking. If you need to cancel after this point, write and let us know. You are liable for the full balance of the rental accommodation however if we are able to re-let the accommodation we will return your payment less the £100 booking fee.

We strongly recommend you get travel insurance that would cover you for cancellation.

Dogs are welcome at a charge of £20 per week per dog on the understanding that you make every effort to remove any evidence that your dog has visited the property. No dog must be left unattended at the property and any damage done by the dog must be paid for in full.

OTHER ACCOMODATION TYPES

For Shepherd's huts, bell tents, Log pod and camping, please ring 07813 446 317 or email piltonmoor@gmail.com

We will then reserve your accommodation. Half of the payment is due at the time of booking (non-refundable). We will hold your reservation for 48 hours after sending instructions on how to pay. If you do not pay, the booking will be automatically cancelled. We do not give refunds on any bookings made 14 days before arrival date.

We will send you instructions on paying the balance 14 days in advance.

The balance payment is due in advance of your stay and by your arrival time at the property. We reserve the right not to release keys to customers who haven't paid in full.

If your arrival date is within 14 days, 100% of the money is due at the time of booking.

In the event that we needed to cancel your booking, our liability shall be limited to the return in full of the monies paid. Our liability would not extend beyond that, except COVID 19 restrictions.

You must comply with any COVID 19 restrictions imposed by the government.

If you are unable to travel due to tier restriction affecting your area or we have to close due to restrictions we can either move your booking to an alternative date free of charge or offer you a refund.

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If at any time you become unwell during your stay with us with suspected COVID 19, you cannot self-isolate in our huts or other communal accommodation, you must vacate and inform us. We recommend you follow the guidelines and contact 111.

2. What's included in your stay

Shepherds Huts (sleeps 2)

The price of the accommodation includes the following:

- Small double bed
- Use of solid fuel burner with 1 basket of logs
- Powerpoint and kettle
- Cups and plates
- Use of firepit and seating in allocated garden area
- Outdoor coldwater tap for washing
- Communal shower and toilet in stable yard

What we recommend you bring:

Bedding, cutlery, 20p pieces (the shower is on a meter).

Extra logs – we can supply at £5 per bag for use in the outside fire pit only. Please request by 3pm on the day you want them. You need to pay for the bags on delivery.

Bell tent (sleeps 2)

The price of the accommodation includes the following:

- Full double bed
- Powerpoint and kettle
- Cups, plates, cutlery
- Small fridge
- Small table and 2 chairs (indoors)
- Picnic bench (outdoors)

What we recommend you bring:

Bedding, 20p pieces (the shower is on a meter).

Campsite

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The price of the accommodation includes the following:

- Pitch (some with hookups)
- Outdoor heated shower
- Use of communal shower (requires 20p pieces to operate) and toilet in stable yard.

Please note this is a quiet campsite and we ask all guests to be respectful of other guests and keep noise levels down after 9.30pm. Please do not start fires in the campsite.

Horse B&B – use of field and stables

All horses should have flu and tetanus cover. We recommend you inform your insurer that you are taking the horse on holiday and check that you will be covered. You bring your horse onto our property at your own risk and are responsible for its behaviour and for caring for it, whilst it is here.

The accommodation includes:

- Use of 1 stable and turnout per horse. Turnout is communal and not a private field
- Rubber matting in most stables
- Stable will have been disinfected prior to your arrival
- Bedding can be purchased, please contact for details
- Use of tack room

Please bring your own food and hay, and buckets for your horse.

Please clean out your horse's stable and leave as found on day of departure.

Cottages

Details of what is in each cottage can be viewed on our website. Bedding and towels are supplied.

The Cottage sleeps 5 people max and the Barn sleeps 2 max.

3. Arrival and Departure

Your accommodation will be available to you from 4pm on the day of arrival. Please be ready to leave the accommodation by 10am on the day of departure.

4. Pets

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Well behaved pets are welcome. Noisy dogs will be asked to leave if there are complaints from other guests. We can direct you to kennel accommodation if you want to stay but the dog cannot.

5. Smoking

All our Huts and other accommodation are strictly NO SMOKING inside them. Anyone found to be smoking inside of our accommodation will be liable for the cost of a full deep clean.

6. Noise

If you are staying on the farm/campsite, please be considerate of other guests, especially after 9.30pm. We are a Low Noise Policy glamping site. It is fine to stay up late but very noisy parties and/or loud music that keep the other guests awake are not acceptable.

7. Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages.

8. Liability

The owners of the site are absolved of any responsibility for loss or damage to personal property including vehicles, boats, bikes, contents, luggage, personal belongings including horse related equipment. Please keep your items secure and lock vehicles and accommodation when you are not there. Any items left behind must be claimed within two weeks of departure or else we have the right to dispose of the items. If relevant, postage and packing charges for the return of goods will apply.

We accept no liability for accidents occurring to guests when they are in part of the property they are not meant to be using as it is not part of their rental accommodation, or that which occurs when they are intoxicated.

9. For Your Safety

This is a small holding with animals and children. The driving speed limit is 10 mph. Please keep your vehicle within your allocated accommodation area.

It is a working farm property and not a playground so please supervise children and do not allow them to climb on farm machinery or up ladders etc. There are also trip hazards with uneven ground. All the fields have electric fencing and you should presume they are actively switched on. There is also a marshy area with reeds in the campsite which is fenced off as it is boggy. Do not enter this area.

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A list of emergency numbers is available in the office window in the stable yard and for indoor accommodation, inside the information booklet in your property.

The Fire Pits provided in some of the huts are the only ones permitted due to fire risk. Please do not remove the fire pit from the designated area.

BBQs should only be either used in the designated fire pits or used on non flammable surfaces. They must not be used under Shepherds huts, or on wooden structures, or placed directly on the grass. Bricks for this purpose can be supplied on request.

Hot ashes and cigarette ends must be extinguished.

Do not use the wood burning stoves in the Shepherd's huts for drying clothes, the risk of fire is real and likely in this scenario. Please do not leave the stove burning unattended, or burn candles inside accommodation.

Your accommodation should only be used by the booked guests and the number of guests stipulated at the time of the booking.

If you see something that you think could be hazardous, please let us know.

10. Care & Consideration

We ask that residents apply common sense, care and consideration for the accommodation during their stay.

11. Access

As the owner of the property, we reserve the right to gain access at any reasonable time during occupancy for the purpose of emergency maintenance or repair or any other need.

12. Privacy Policy

Any data collected during the course of your booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party without your consent. The only exception would be a scenario where in our opinion there is a situation involving risk to life or property, or where we legally have to disclose your details.

13. Breaches of Contract

The owners reserve the right to ask guests not observing the terms and conditions of their booking to leave the site without refunds and with immediate effect.

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AND FINALLY... Our aim is to make your stay a happy and memorable one. If there is anything we can do to make your holiday more relaxed or enjoyable please let us know.