



# Terms and Conditions

Deposits received confirm your booking as well as your agreement to adhere to our Terms and Conditions as listed below:

## Booking Your Stay

Please complete the enquiry/booking form with as much information as possible to enable us to provide an accurate quote for your event.

**Confirmation from FHF will be sent upon our receipt of a £200 deposit**, this is a non-refundable booking fee and a damage waiver will be retained for self-catering groups, and returned minus any deductions within 5 working days after your event.

## Payment Plan

Bookings are secured upon receipt of your £200 refundable deposit - payment details are stated on our invoices. Payment plan prior to event date is as follows:

- Weddings:            £500 initiates wedding scheduling etc by Fernhill Events Management  
                                 6 months prior ~ pay venue  
                                 3 months prior ~ pay food  
                                 2 weeks prior ~ pay extras
- Festivals:            Subject to agreed instalments and % payments ~ details on quotations
- Smaller gatherings: 1 month prior to the event full payment.

**Cancellations are subject to a charge – see below. Refunds are calculated from the day that written notice of cancellation is received by Fernhill Farm**

<u>No. of days</u>	<u>Payment required on cancellation</u>
60-31 days	20% of total cost of your stay
30-15 days	50% of total cost of your stay
14-8 days	75% of total cost of your stay
< 7 days	90% of total cost of your stay

## Linen Hire

Under sheets, pillows, and pillowcases are provided - it is normal practice with Camping Barns to bring your own sleeping bags and towels. If you wish to hire duvets and towels from us please give at least one weeks' notice - £10pp/stay.

## Arrival and Departure

Please confirm with Fernhill Farm your Arrival and Departure times when making your booking. Please always update us if your times need to be altered

## **Car Parking**

Please park in the bottom car park unless otherwise instructed. Extra parking is available in our top car park and farm yard areas if required. You are permitted to park cars next to the arcs, loft, saloon and caravan weather depending. We ask our guests not to obstruct any driveways, gateways or park directly in front of Agricultural Sheds or Barns, unless loading and unloading.

## **Restricted Areas**

We welcome visitors to our farm by prior arrangement only. Guests are permitted inside the Camping Barns and Ag Shed as well as the outside courtyard and adjoining car park. Please familiarise yourself with the Farm Plan displayed in the car park and ensure that members of your group do not stray into prohibited areas of the farm – it is a working livestock farm and we do not accept any liability for any loss or injury sustained in our prohibited areas.

## **Minors**

We cannot accept unaccompanied minors (i.e. persons under the age of 18). A parent or legal guardian must accompany all persons under the age of 18 at all times during their stay.

## **Music Policy**

All live PA music outside must be finished by 10pm, after which acoustic music is permitted.

*Camping Barns:* Live PA music inside finished by midnight and internal PA\* systems finished by 2am. After these times acoustic music is permitted as well as the use of the internal sound system in Hive Hall. \*PA Systems (max 2k) are permitted by prior agreement.

*Balcony Bundle & Ag Shed:* Live PA music inside finished by midnight, after that time acoustic is permitted.

*Camping Fields & Car park:* No Music is permitted unless by prior agreement.

If our music policy is not adhered to we will take action to reduce/stop any noise disturbances and a £25/call out fee will be charged and taken from the damage waiver – please respect others on this farm and our neighbours.

## **Equipment**

Any electrical equipment you bring to use on site must have evidence of PAT testing.

## **Liability Insurance**

We hold Public and Employers Liability Insurance - Any external business services hired by you or when self-catering or holding an event here on these Premises (i.e. caterers, glamping, activity providers) must provide proof of their public liability insurance.

## **Recycling**

We encourage all our visitors to use the recycling bins provided to separate waste accordingly and please follow our policy of "leave no trace".

### **Lost Property**

No responsibility/liability can be accepted for any personal possessions damaged or left on the premises either during or after your stay. We will, however, endeavour to return to you any items left behind if you advise where to send them & pay p&p.

### **Smoking**

Smoking is prohibited inside any of the buildings, and cigarette butts must be placed in the fire pit/sand bins provided outside.

### **BBQs**

We have gas or wood/charcoal BBQ's available to hire with fuel for £60 - Please pre-book. The use of your own barbeques is strictly prohibited unless agreed by prior arrangement.

### **Fires**

We supply logs and a fire pit for £30/evening – fires on the ground and in the camping fields are strictly prohibited.

### **Candles**

Naked flames are not permitted inside the barns unless inside glass holders.

### **Fireworks**

Fireworks and Chinese Lanterns are strictly prohibited.

**NO DOGS are to be brought on the farm. A £25 fine will be applicable if a dog is found on site**

### **Damage/Cleaning**

Guests are asked to 'leave the venue as you find it'. All repairs will be charged at £25 per hour and any damages and/or items removed from our premises will be charged at replacement costs and taken from the £200 damage waiver. A call out fee of £25 may apply if the fire alarm is set off.

### **FAQs**

Prices: The prices stated are a guide to basic accommodation and venue fee's – if you have a specific request for your event we are happy to discuss at a pre-arranged meeting at Fernhill.

Children: Camping for children aged 5 – 12 is £3/child/night and barn accommodation is £15/child/night - all < 5 are free.

**If you have any queries regarding your booking please contact Jen and note.... we are a working farm so normal office hours do not apply! We therefore thank you for your patience!**

**Contact Jen: 07903 584 695**

**[jen@fernhill-farm.co.uk](mailto:jen@fernhill-farm.co.uk)   [www.fernhill-farm.co.uk](http://www.fernhill-farm.co.uk)**

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