

BOOKING TERMS & CONDITIONS

It is strongly recommended that you are protected by holiday/travel insurance prior to making a booking.

MAKING A BOOKING

You must be 18 years of age or over to book accommodation at Mallory Meadows.

The maximum number of guests in any accommodation (Hedgehog, Badger, Jenny Wren, and Robins Retreat) is two adults. Two under 18 years of age children are also permitted in Hare and Squirrel, additional charges apply for sofa bed linen and towels.

All bookings via our online reservation system should be treated as provisional until you receive confirmation from us via email. To secure your booking a non-refundable deposit of £100 (or full payment) of the cost of your stay is required. Bookings must be paid in full 6 weeks before your arrival date. If your booking is less than 6 weeks from the date of your stay, the full cost of your stay is required.

When you submit a booking and payment via our online reservation system you will be requested to read and accept these terms and conditions of booking. You will receive an automatically generated booking confirmation and payment summary by email to the email address you provided at the time of booking. This booking confirmation email forms a contract between you and Copper Beech Solutions Ltd trading as Mallory Meadows.

If the balance is not paid by the due date Mallory Meadows reserves the right to cancel your booking and retain the deposit.

The prices featured on the website are not binding. We reserve the right to modify these prices at any time. The price stated on your booking confirmation email is binding. Mallory Meadows reserves the right, at all times, without statement of reasons, to refuse or cancel a booking.

CORONAVIRUS

If you are showing signs of Coronavirus before you leave home, or during your stay, you must follow the latest and current government guidelines.

Covid is now a known disease and risk so you would not be entitled to a refund. Please make sure you have suitable travel insurance at the time of booking that covers for such eventualities.



ARRIVAL & DEPARTURE TIMES

Your accommodation will be ready for you to check in by 4pm on the day of arrival. If you expect to arrive after 7pm, you **MUST** inform the Mallory Meadows team to arrange your check in. Failure to do this may result in not being able to access your accommodation.

The cabins and roundhouses must be vacated by 10am on the day of departure. Late check outs may be available, must be prearranged and we reserve the right to make a charge of £50 for unauthorised late checkouts.

CANCELLATIONS & REFUNDS

We strongly recommend that you have appropriate holiday insurance cover in place.

If you cancel within 6 weeks of your arrival date, we will endeavour to re-let your accommodation. If we are unable to do so, then regretfully we will be unable to refund any monies paid.

Should you cancel prior to this date, we will refund any monies paid, less your non-refundable deposit, or reschedule your stay for another date, based on availability. An administration fee of £50 will be charged in this instance.

If you are unable to travel due to personal illness (e.g. Coronavirus or other sickness), our cancellation policy will apply.

In the unlikely event that we need to cancel your holiday, due to an overbooking or other unforeseen circumstances, we shall inform you as soon as possible and refund all monies paid to us, by you within 14 days.

If Government policies restrict travel and you are unable to travel to stay with us, you will have the option to postpone your stay to a later date (subject to any differences in price applicable for the new dates) or receive a full refund.

GUEST BEHAVIOUR & NOISE

It's important to us that all our guests enjoy a peaceful and relaxing stay with us. Mallory Meadows promotes quiet, and peacefulness in the countryside and guests choose to stay with us because they are seeking to retreat, relax and unwind. To keep this peaceful tranquillity, we request that any music or radios outside of the cabins and roundhouses are kept to a minimum noise level.

After 10:30pm, we request that you do not use the hot tub and all noise is kept to a minimum.



In exceptional circumstances, we reserve the right to ask your party to leave if there is repeated noise after having received two warnings. As you will have breached the terms of your contract with us, no refunds will be forthcoming.

Drugs or prohibited substances are **NOT** permitted in any of the cabins or anywhere on site, at any time. If this is suspected, the police will be informed and you and your guests will be asked to leave immediately.

HOT TUBS

The guidance information is also available on the digital touch stay guide. A link will be provided in your booking confirmation email prior to arrival and a QR code is also accessible in each cabin.

Please ensure you read the information and use the hot tub as directed.

Mallory Meadows reserves the right to charge **£50** if the hot tub has **NOT** been used as directed and we are unable to maintain safe sanitisation levels.

VISITORS

Due to our insurance conditions, visitors must be pre-booked with the Management team at Mallory Meadows and must be off site by 8 pm. Only those guests named on the booking are permitted to use the hot tub. Only those guests named on the booking are permitted to sleep over night in the cabins or roundhouses.

EQUIPMENT & LIABILITY

Each cabin and roundhouse has its own hot tub and BBQ (Hire charges apply), and we provide a communal table tennis table.

- ☐ You use these entirely at your own risk and must use them in an appropriate and safe manner.
- ☐ We accept no liability for injury because of using this equipment inappropriately or whilst under the influence of alcohol or drugs.

COMMERCIAL USE OF THE PROPERTY

The Cabins and Roundhouses are rented to you for purely non-commercial leisure purposes. Filming, photography or other commercial uses including influencers/blogger content creation must be done with prior authorisation from Mallory Meadows management. Additional charges may apply for commercial use.

CLEANING, DAMAGE & BREAKAGES

Please leave your accommodation tidy and let us know if anything gets broken so we can replace it for our next guest. Accidents happen and we will only charge for replacements in exceptional circumstances, as we expect a fair degree of wear and tear. If the damage is directly attributable to the guest, then we reserve the right to request payment to cover all damages incurred directly during your stay.

All cleaning, under normal circumstances is included as part of your stay. If additional cleaning is required, including washing up, additional cleaning of the interior or fixtures and fittings then Mallory Meadows reserves the right to charge for this work at a rate of £15 per hour. Mallory Meadows reserves the right to invoice guests following their stay.

Guests will be charged for any item(s) that are removed or lost from the accommodation.

DOGS & PETS

It is the responsibility of the owner to ensure:

- ☐ Dogs and pets are kept on a lead whilst on Mallory Meadows grounds.
- ☐ All mess is picked up and bagged before depositing it in the bin.
- ☐ Dogs are **NOT** to be left alone in the lodge at any point during your stay, unless crate trained and fully secured within. Crates can be hired upon request.
- ☐ Dogs are **NOT** allowed on the bed, furniture or near the hot tub.

SMOKING

Smoking is **NOT** permitted in the Cabins and Roundhouses or outside on any wooden decked areas. Smoking is permitted on gravel and patio areas, but please extinguish cigarette butts fully in the sand bucket provided and dispose of them responsibly. Smoking in **NOT** allowed in and around the hot tub.

CANDLES

Due to the high fire risk with a wooden structure, the use of candles and tea lights, are **NOT permitted at any time anywhere on site at Mallory Meadows**

FIREWORKS & CHINESE LANTERNS

The use of fireworks, sparklers and Chinese lanterns are **NOT** permitted across the entire site, at any time. In this event, you and your guests will be asked to leave immediately.

BBQs

Please do **NOT** use your own BBQs at Mallory Meadows. We have BBQs available for hire and fuel can be purchased along with the hire of the appropriate tools. BBQs should only be used where the team carefully place them, within the designated areas.

Health and safety advice is provided with each BBQ, and on our digital guide. Mallory Meadows shall not be responsible for any injury caused by misuse and reserves the right to charge for any items damaged by the advice not being followed.

SERVICE UTILITIES

Should there be a failure in a utility service (e.g. water, heating, electricity, sewerage) please notify Mallory Meadows management immediately and we will aim to restore the service as quickly as possible. However, should any utility service failure extend beyond a 12-hour period from notification, for your health and safety reasons you will be asked to leave the accommodation and your accommodation fee for the duration lost will be fully refunded or you will be offered to re-book for another time, subject to availability.

RECYCLING & THE ENVIRONMENT

We have provided a recycling bin for recyclable waste and ask that you recycle as much as possible. Welcome information for all cabins and roundhouses is available on the respective digital guide, and will advise what is recyclable locally for your convenience and to help reduce your stay's impact on the environment.

SAFETY

Mallory Meadows provides a unique holiday experience in the countryside within a natural environment. This environment presents inherent risks, and these form part of the experience you are entering, when you stay at Mallory Meadows.

Many of the site landscaping and guest areas at Mallory Meadows have been left deliberately untouched and wild to protect the native plants, trees and wildlife. There may be rabbit holes, badger holes and mole hills along with exposed tree roots.

You are reminded of the higher degree of risk a woodland and rural environment presents and you should always take appropriate and reasonable care for your safety and that of others. This includes wearing suitable clothing and footwear for the terrain and weather conditions during your stay.

You are fully responsible for your own safety at all times.

PERSONAL PROPERTY

Mallory Meadows will not be held responsible for any loss or damage to any property on Mallory Meadows premises. Vehicles, accessories and contents are left at the owner's risk.

It is recommended that your holiday insurance covers loss or damage to personal effects.

We endeavour to contact you to arrange the return on any left behind property. This is subject to the cost of postage and we reserve the right to charge a £5 admin fee.

ACCESS, CARS & PARKING

Please drive slowly and carefully on the drive (maximum speed 10mph) and be considerate of neighbouring properties on your arrival and departure from the site.

Please be mindful of people, children, dogs and wild animals.

There is parking for one guest vehicle only. If you wish to bring more than one vehicle you must notify Mallory Meadows at least 7 days in advance who will advise where to park the additional vehicle. No more than 2 vehicles are permitted at any time.

Electric Vehicle (EV) Charging

We have two EV charging points that must be pre-booked to ensure availability, and additional charges apply.

EV charging is only permitted at the charging points provided. The use of a charging cable with a three-pin 13 Amp plug (often known as a "granny charger") is strictly forbidden.

Any guest using such a charging cable will be asked to disconnect it immediately and use the charging points provided based on availability.

Mallory Park Circuit

We are situated near to Mallory Park Racing Circuit, which hosts a few events throughout the year, varying from triathlon races to car and motorcycle racing.

Some race and track days do result in some noise. The level of noise depends upon several factors, wind direction event being held and leaf cover on the trees. We ask that you check the race and events diary at <https://www.malloryparkcircuit.com/events/>, where tickets can be purchased.

Mallory Meadows will not be held responsible for any loss of enjoyment due to the level of noise from the race track. On an event day, activity is generally between 9:00 & 18:00, outside of these times Mallory Meadows is a peaceful place to be.

**EXTREME WEATHER**

Mallory Meadows holds no responsibility for guests who are unable to attend the accommodation due to extreme weather or traffic conditions (e.g. snow, flooding, high winds, road traffic accidents/congestion, train delays, etc.). If a guest is unable to reach Mallory Meadows due to adverse weather conditions or travel issues, you will lose your full payment and an alternative date will not be offered. Please ensure you have full holiday / travel insurance to cover such eventualities.

If we make the decision to cancel your stay for safety reasons due to extreme weather, we will offer you an alternative date, subject to availability.

FORCE MAJEURE

Mallory Meadows accepts no liability for events prior to or during your stay, that are totally beyond our control.

For example, destruction of property due to flood, fire, earthquakes or acts of nature, or if the property becomes uninhabitable due to irreparable damage or on Health & Safety grounds that could not reasonably have been foreseen. In such instances, refunds will be at the discretion of Mallory Meadows management.

Mallory Meadows reserves the right to change or amend these terms and conditions at any time.