

Thank you for booking your holiday with us to stay at fforest / Manorafon / Granary lofts. We know this is the boring part but please take a couple of minutes to read through our cancellation policy and terms and conditions as they do contain important information that forms part of the contract between you and fforest. Sorry all this is so formal but providing these details prior to your arrival means that you; other fforest, Manorafon and Granary lofts guests and we all understand our obligations under the holiday contract, hopefully leading to a more enjoyable stay for everybody.

fforest cancellation policy

We take a minimum 25% deposit at time of booking. At this point your holiday is considered confirmed and the following cancellation charges come into effect. You are strongly advised to ensure that you have insurance to cover cancellation or curtailment of your holiday. If you wish to cancel your booking you can do so **in writing** within 14 days from date of booking and receive a refund of any deposit paid (unless you are booking less than 10 weeks prior to arrival). If we do not hear from you within this period you are deemed to have accepted our terms and conditions.

You may cancel your holiday with fforest at any time; however the following fee structure will apply:

Number of full weeks before arrival that written notification of cancellation is received	Cancellation charge based on total holiday cost
More than 8 weeks but within 14 days of booking*	Refund in full
More than 8 weeks	25%
6 to 8 weeks	50%
4 to 6 weeks	75%
Less than 4 weeks	100%
Premature termination of stay	100%

* Our 14 day cooling off period gives you time to read and understand our terms and conditions. Once the 14 days have lapsed you are deemed to have accepted our terms and conditions. This discretionary cooling off period only applies if you are booking 10 weeks or more prior to your arrival date.

fforest terms and conditions

§ **Tent Rental** –The rent of each tent includes the following, in addition to the facilities listed in the welcome pack: rental of tent, pitch, deck and furnishings, parking, use of and access to designated areas of camp grounds, use of water, VAT where applicable. It is the policy of fforest that children and/or pets are not to be left unattended in the tents at any time.

§ **Lofts Rental** - The rent of each loft includes the following, in addition to the facilities listed in the welcome pack: rental of loft and furnishings, parking, use of water and electric. It is the policy of Cardigan Quays Ltd that children are not to be left unattended in the lofts at any time.

§ **Pets** –well behaved pets are allowed subject to prior confirmation and approval. Please contact us if you would like to bring a pet as there will be an additional charge. Please also note that as the pet's owner you are responsible for controlling your pet and clearing up after them. Remember – Dogs' play where children play, so please clean up after they foul and use the bins provided. If pets become a nuisance to other users and the situation cannot be resolved we reserve the right to request that the pet be removed from site. We regret that pets are not allowed at Granary Lofts.

§ **Incomplete payment/cancellation** –where the balance of the payment for your holiday has not been paid 8 weeks prior to the commencement of your holiday, we will send you a reminder. If within 10 days of the reminder being sent the balance is still outstanding, then fforest will be entitled to rescind the agreement, retain the deposit, and then claim against you all losses incurred. In the case of cancellation more than 8 weeks before the commencement of your stay only the deposit will be forfeited. It is your responsibility to ensure you have appropriate insurance.

§ Administration charge –We reserve the right to levy an administration charge of £30 for amendments to your booking arrangements in addition to any other charges applicable. In principle, amendments are not permitted within 4 weeks of your arrival date.

§ Check in time is from **4.00pm-8.00pm** on the day of arrival. If you think you will be arriving after 8.00pm please contact fforest lodge on 01239 615209 / Manorafon lodge on 01239 810564 or contact the bookings office on 01239 623633 on weekdays between 9am-5pm. If you arrive too late to be able to complete the check in procedure with a member of staff we cannot be held responsible for any loss, damage or injury that occurs between time of arrival and completion of the check in procedure. It is your responsibility to report to the duty manager at the lodge the next morning to complete the check in procedure and to be shown how to use the wood burning stove in your accommodation.

§ Granary Lofts Check in time is from **4.00pm-6.00pm** on the day of arrival. If you think you will be arriving after 6.00pm please contact the office on 01239 [623633](#) on weekdays between 9am-5pm.

§ Behaviour –In order to make everyone's stay at fforest/ Manorafon / Granary lofts enjoyable, all guests are requested to be considerate of others. Inappropriate or anti-social behaviour may lead to removal from fforest / Manorafon / Granary lofts without a refund of the rental sum or any part of it.

§ Noise - Please respect your fellow guests' privacy. Guests are not permitted to play amplified music at any time. After 10.00pm we request that all guests keep noise to a minimum in accommodation areas. At fforest the area around the pub, the firepit and the lodge terrace can be used in the late evening until the bar closes.

§ Liability –A. fforest can accept no liability for theft, loss or damage, of whatever nature, during or as a result of your stay. B. The person who books assumes responsibility for any other guests within his/her party, their companions, their children, their pets and any others invited by you or them to the site. You and all members of your party are jointly and severally responsible for all loss, damage or injury which may arise, for fforest camps Ltd or any third party, as a direct or an indirect consequence of your party's stay. C. If your accommodation or equipment is left in a poor condition resulting in additional cleaning, repair or replacement, you may be charged to cover the costs incurred.

§ Force Majeure - Where any cancellation or change to your booking results from force majeure, our liabilities are limited to offering alternative accommodation (where available) or a full refund. We cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change. "Force majeure" means any circumstances beyond the reasonable control of fforest including, without limitation, an act of God, fire, flood, natural or nuclear disaster, adverse weather conditions, war or threat of war or acts or threat of acts of terrorism.

§ Wood Burning Stoves –Wood burning stoves may only be used once whoever is designated to operate the stove has had instruction from a member of staff and has signed our confirmation of instruction and disclaimer form. Operating / lit wood burning stoves are not to be left unattended at any time.

§ Complaints –Should you find you have any complaint during your stay at fforest / Manorafon / Granary lofts, please notify us immediately and we will do all we can to rectify the problem. Please refer the matter to the duty manager if you feel it necessary. Should you remain unsatisfied please notify us in writing within 7 days of the end of your stay.

Disclaimer

- It is your responsibility to ensure you and all members of your party are familiar with our terms and conditions.
- It is your responsibility to ensure you and all members of your party are covered by appropriate insurance.
- Camping can be dangerous. Although every care is taken in managing the various facilities, such as fire pits, wood burning stoves, camping gas stoves and ponds, fforest cannot be held responsible for any loss or damage arising from any misadventure associated with any activity.
- Whilst part of the fforest experience is being free to roam around the farm via its pathways, certain areas, specifically the farmyard, may represent hazards and may not be accessed without specific permission. Guests who enter such areas do so at their own risk.
- The optional adventure activities provided by our partner companies are, to different degrees, potentially hazardous in nature and in subscribing to a given activity our guests accept that they have satisfied themselves to and are accepting any risk involved. Those with parental responsibility must recognise the degree of risk when signing the consent form.
- When booking activities fforest is acting as agent for our partner companies including fforest Canoes, Adventure Beyond and others who provide the activity. Any bookings will be on the partner company's terms and conditions and fforest can accept no liability in relation to such activities.
- By completing a booking with fforest you agree to observe our guidance and recommendations and take full responsibility for your own safety.
- By completing a booking with fforest you and all members of your party are deemed to have accepted our terms and conditions.

fforest contact details:

Please send all correspondence relating to fforest camps Ltd, manorafon, Cardigan Quays Ltd and/or any of our partner activity providers to:

address: 1 Cambrian Quay, Cardigan, Ceredigion SA43 1EZ

email: info@coldatnight.co.uk

phone: 01239 623633