Terms & Conditions – Glamping (Safari Tents)

**Please note: We strongly advise you to take out suitable travel insurance for the type of holiday you are booking with us, to cover your holiday cost should you need to cancel for reasons outside of our control e.g illness that prevents you from travelling, extreme weather conditions, etc, or for last minute cancellations.**

1. The Contract

1.1 Your contract is with us, Centurion Environment Management Limited (Registered Number 12797219), trading as Bozedown Boltholes.

1.2.  In these terms, “The Client” is the person who has made arrangements with Bozedown Boltholes as the principle contact or party leader and is named on the Booking Form and Confirmation.

2. The Reservation Process

2.1 We may agree to you making a provisional booking with us, but this is not legally binding on either you or us unless and until a contract is entered into and signed by both parties, thereby confirming any provisional booking. A provisional booking can be held up to 48 hours, after which it will be cancelled if we have not received payment (in part or full).

2.2 A deposit of 33% is required to secure the booking and is not refundable if you subsequently cancel a confirmed booking. Payments can be made by bank transfer, Visa, MasterCard, American Express payments.  Your balance falls due 30 days prior to your arrival at the property.

2.3 Bozedown Boltholes reserves the right to refuse or cancel a confirmed booking if it is deemed that the accommodation might not be suitable for the intended stay. In this event we regret to say that the deposit will be non-refundable.

2.4 As soon as your confirmation is received please check the details carefully, if anything is incorrect please inform us immediately.  However, we regret we cannot accept liability if we are not notified of any inaccuracy in the documentation.

2.5 Late payments will be charged an administration fee.

3. Security Deposits

3.1 A Security Deposit is not required, but we ask guests to advise us of damages and breakages, and pay for these prior to their departure.

4. Cancellations

4.1 Bookings are subject to our Cancellation Terms & Conditions found below;

4.2 Where cancellation notice is received after the deposit has been paid and before the final balance if due, the Client is still liable to pay the final balance on the due date, unless Bozedown Boltholes have successfully re-sold the holiday dates.

4.3  If Bozedown Boltholes is unable to sell any part of the cancelled period then all monies paid will be forfeit.

4.4 It is extremely unlikely that Bozedown Boltholes will cancel a confirmed booking, however in this event Bozedown Boltholes reserves the right to cancel a booking and the client will be informed as soon as possible, and we will offer to swap your dates to an alternative available date, or offer you a full refund if no suitable alternative date can be found.

4.5 If you or any member of your party cannot get to us due to bad weather, and therefore cancel your booking with us, we cannot change or refund, your booking.

4.6 In the interests of safety, if we feel the wind speeds are too high, there are extreme temperatures, or any snow is too deep, we reserve the right to cancel accommodation bookings, and we will offer guests a full refund, or the option to amend your dates.

4.7 It is the responsibility of the client to ensure that they have suitable travel insurance that will cover them in the event of their having to cancel due to unforeseen circumstances or illness.

5. Use of Property and Your Responsibilities

5.1 Party size – There are limits on the maximum number of guests that can be at Bozedown Boltholes and the number of guests on the property must not exceed this limit unless otherwise agreed with the owner. Our property has external CCTV cameras and if footage shows more guests have entered the property than the maximum number allowed then the Client may be asked to vacate the property immediately. The maximum number of persons is 5 people per safari tent (+ one infant less than 2 years old).

5.2 Bozedown Boltholes does not accept stag parties and we reserve the right to refuse admission to the property or to ask the client to vacate the property with immediate effect if the Client fails to adhere to this condition.

5.3 We accept dogs, but only one dog can be on the premises associated with your booking. Dogs are your own responsibility (with associated liability) and must be kept under control at all times. Do not allow your dog onto beds or furniture. Any damages will be chargeable. There are livestock in adjacent fields and you must ensure that dogs stay within your glamping area and under control. You must also clear up any dog faeces on site and deposit it in the dog poo bin provided. Likewise, when out walking with your dog outside the site, make sure that you follow the Country code, keep your dog on a lead around livestock and take poo bags to clear up any dog faeces.

5.4 The glamping site is in a rural area, all rubbish must be removed from the site to the bins at the parking area on your departure from the property, including recycling.

5.5 The Client is legally obliged to take all reasonable and proper care of the property and around the property and shall leave Bozedown Boltholes in the same state at the end of the rental period as found at the beginning.

5.6 The Client is legally obliged to ensure that they do not cause nuisance to neighbours and keep noise to a minimum after 11pm.

5.7 No motorhomes, campervans, caravans or tents are to be pitched at Bozedown Boltholes under any circumstances. Electric cars are not to be hooked up to the Bozedown Boltholes electricity supply, or any other battery operated item/bouncy castle or other outside entity, without specific written prior agreement from the owner.

5.8 Use of the wood burning stoves and camp-fire is at the user’s risk, and instructions must be followed carefully as to the use of these items, as they pose a significant fire risk. Any damage caused by incorrect use of these items will be charged, prior to your departure from the property.