

## **Terms and Conditions**

### **THE FEEL GOOD PROJECT RETREATS**

1. A deposit of £100 is required to secure your place on the retreat. All deposits are non-refundable unless cancelled by the host.
2. Final payment will be due by January 2025 and any cancellations made after 1st April 2025 will be non-refundable.
3. All travel arrangements are your responsibility and at your own cost. We shall not be held liable for any consequences arising from delays or cancellations in any of the companies you may have made arrangements with.
4. Your personal belongings are your own responsibility and we are not responsible for loss or damage of your belongings. Bedrooms will not be locked so any items left in rooms are at your own risk.
5. We reserve the right to charge for any breakages or damage to the property or any items belonging to the property or ourselves. This includes breakages, spillages, stains and damage to furniture, fixings or equipment.
6. It is your responsibility to let the organisers know if you have any injuries and to be mindful at all times of your own body's capability during the retreat. If you experience any injury or discomfort during any activity during the retreat, then you must desist immediately. A PAR Q form will be provided for all guests to complete closer to the time of the retreat.
7. We and the involved parties do not share customer details with any 3rd parties. Any personal information that you provide to us will be used only for the purpose of the retreat.
8. We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms and conditions are breached.
9. By agreeing to these terms and conditions you are also agreeing to the terms and conditions of Rachel's Farm which can be found on pages 2 and 3 of this document:

# Rachel's Farm - Terms and Conditions

## HOUSE RULES & NOTICES

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- Quiet hours are between 10pm - 8am. You must always be considerate of neighbours
- Exceeding the number of agreed occupants will result in rental termination + deposit loss
- No parties or loud music
- This a no-smoking property, smoking inside will result in deposit loss
- Pets only by prior agreement and charges apply
- Please do not drop cigarette butts outside property, this will incur a deduction of £100 from your deposit
- If any breakages or damages occur please let us know, thank you.

## FULL HOUSE RULES

- Quiet hours are between 10:00pm and 8am. You must always be considerate of neighbours and loud music or noise will not be tolerated and result in the immediate termination of your rental agreement and loss of your damage deposit.
- Total number of occupants will not exceed the quoted number in the rental agreement.
- Any stays that exceed the number of guests will result in the immediate termination of your rental agreement as well as the full loss of your damage deposit.
- This is a strictly no parties property. No Online Travel Agent we work with allows the reservation of a property for parties, we will automatically terminate your rental agreement if a party is held, and this will result in the full loss of your damage deposit.
- This a no-smoking property – any smoking inside the property will result in the full loss of your damage deposit.
- Pets are allowed subject to prior agreement with owners. Please note than an additional cleaning charge will be applied.
- If your property has a garden it cannot be used after 10:00pm – please be respectful of noise that could disturb neighbours. Any abuse of the garden area or of our neighbours' wellbeing will result in termination of your rental agreement and the full loss of your damage deposit.
- Please do not drop cigarette butts outside the property / garden, this is a nuisance to us and neighbours and will result in an additional cleaning charge of £100 (deducted from your damage deposit).
- If any breakages or damages occur (we understand that accidents happen) please can you let us know, so that we can replace / fix in advance of our next guest's arrival.
- The main rule you should follow is treating the property and your neighbours with respect. This will provide you the greatest enjoyment of the property and your holiday away from your own home.

THANK YOU.

## **ON DEPARTURE**

We are lucky to have a wonderful cleaning team who have prepared everything to the highest of standards in advance of your arrival. Please can you leave everything neat and tidy for them to do their cleaning magic after your departure...

- Please empty all rubbish and recycling bins.
- Please ensure that dishes are washed and put away.
- Please ensure no dishes etc are left in bedrooms/ communal spaces.
- Please leave towels in the bathrooms or left neatly in a pile.
- Please return all household items/ bedding etc and furniture to the original position/ room.
- Please note if the outside areas are left with debris to be tidied up, this will result in a £100 charge deducted from your damage deposit.
- Please ensure that ALL dog gifts in the garden are picked up. Failure to do this will result in an additional garden maintenance charge of £100 (deducted from your damage deposit)
- Please switch off all lights.
- Please ensure that all windows, glass sliding doors / exterior doors are closed and locked.
- Please return key to the original lockbox
- Drop us a message when you have left and locked up, and if you've had a great stay, which we hope you have, then please do leave us a review, as every fantastic review helps!

THANK YOU SO MUCH

## **HOT TUB / OUTDOOR RULES**

- Your property has a hot tub, please do not use it during the specified quiet hours of 10pm to 8am and please be respectful at all times of any noise that could disturb neighbours.
- Please do not take glasses or food into the hot tub and no smoking in the hot tub please.
- Please do not use the hot tub if you have sensitive skin/ allergic reactions to chlorine. The hot tub is used at the guests own discretion.
- Children under the age of 12 should not use the hot tub.
- When you have finished using the hot tub, please ensure the lid is closed.
- Please do not drop cigarette butts outside the property / garden, as this will result in an additional cleaning charge of £100 (deducted from deposit.)
- Please ensure all outdoor ashtrays are emptied.

THANK YOU