



## Booking Information, Terms and Conditions

### Deposit & Balance

We ask for half the hire charge, please, and for the balance to be settled 6 weeks before the beginning of your holiday. However, if your stay is less than 6 weeks away, please pay the full amount on booking.

### Discounts

We offer a discount of 10% of the nightly rate for visitors staying 4 nights or more. We offer a discount of 15% of the nightly rate for visitors staying for a week or more. We offer a further £5 per night discount for single occupancy.

### V.A.T.

V.A.T. is not charged on a stay at Hideaway Huts.

### Arrival and Departure

Arrival times: Shepherd's Hut - 3 p.m. onwards  
Lambing Hut – 4 p.m. onwards

Departure times: Shepherd's Hut - by 10 a.m. please  
Lambing Hut – by 11 a.m. please.

With your receipt we send a map showing how to find us. If you expect to arrive very much later than the arrival times above, please let us know. Please vacate the hut by the above departure times on the day of departure to allow our cleaner to prepare the hut for the next guests.

### Insurance

Optional insurance schemes, designed for this type of holiday, are available from:

[www.guestfirst.co.uk](http://www.guestfirst.co.uk) or 0845 90 80 101

[www.jlmorris.co.uk](http://www.jlmorris.co.uk) or 01202 642 840

[www.paveygroup.co.uk](http://www.paveygroup.co.uk) or 01803 401 010

No-one wants to pay for a holiday they cannot take, so please do insure. Insurance is an inexpensive safeguard against holiday cancellation. You are, of course, welcome to use your own insurance company.

### Cancellation Terms and Conditions

In the event of a cancellation the hirer must advise us immediately, whereupon we will, without prejudice to our right to the balance in full, use our best endeavours to re-let. If we can re-let we will return your deposit less any expenses incurred for advertising, office costs, etc., and less any shortfalls in discounted list price. Until such time as a vacancy has been re-let the hirer is responsible for making any further payments by the due dates. Failure to do so may mean that the hirer forfeits any refund if the holiday is re-let. If we cannot re-let, all payments including the balance are still payable by the due date(s). It is unlikely that a refund can be made for a late cancellation.

### Children

Treworgy is a magical spot for children and there's ample space close by the hut to pitch a tent so you can have a family holiday here. To make sure that you enjoy our facilities at their best we invite you to bring along up to two campers. We charge £10/night per camper or £50/week per camper, which includes fluffy towels (for the shower, but not the beach please!) and the use of all the hut's facilities. We do ask you to remember that the hut is designed for adults and there are a log burner, loose items at accessible heights for children, and gappy steps up into the hut which is raised almost a metre from the ground at floor level. With this in mind we recommend that the hut isn't suitable for babies or toddlers. For older children it can provide an exciting holiday experience. Please ask us if you would like more information.

### Pets

You are most welcome to bring your well behaved pet, subject to prior arrangement, provided you never allow your pet on the bed or furniture. We must also ask that you never leave a pet alone in the hut while you are out, or allow it to be noisy or annoy other people. We make a charge of £5 per pet per night or £20 per week as pets do cause us extra cleaning. When pets are expected, we put throws on the furniture, and we wash the throws each time they are used. We do this to

protect future guests who may be allergic to pets. There are plenty of lovely walks and fields where guests are welcome to exercise their dogs. This is a farming district with sheep and other livestock - please do not allow dogs out on their own.

### When out and about around the Farm

Sheep, cattle, horses and other animals often graze the fields, therefore please understand the importance of latching gates behind you if you found them latched when you went through and that dogs must be kept under control. Please observe the country code and leave only footprints behind you.

### Log burning stove

An initial supply of kindling, matches, firelighters and logs will be left in your hut upon arrival. (There are even helpful instructions for those unfamiliar with log burners.) Further supplies of logs are obtained from the store close to the hut - just help yourself! The log burner will keep you toasty warm in the hut, even on a cool night. A firepit is also provided so that you can have outdoor fires and it can also be used as a barbeque (although charcoal is not provided).

### Electricity

Electricity is solar powered and 12v. It is suitable for lighting etc, but not for heavier duty items such as hair dryers. There is an inverter so you can charge small items: mobile phones and laptops only.

### Bathroom facilities

Your loo and shower are a short walk from the hut. The bathroom can be kept kept toasty by a log burner which you can keep fuelled whenever you wish and instant hot water is provided by gas. The loo is a modern, user-friendly eco waterless composting type. It works just the same way as a 'normal' loo, although in order for it to work properly, ladies AND gentlemen, please do sit down to use it! Part of the charm of staying at the hut is its rural position. There is minimal light pollution so a torch is provided in case you want to make late-night bathroom trips.

### Accessibility & Parking

You have a private parking space for 1 car a short walk from the hut.

Unfortunately a stay at the shepherd's hut is not suitable for wheelchair users or the infirm. It is located in an unsurfaced field and is raised approx. 1m from the ground at floor level. If you are unsure about whether access will be a problem for you, please ask.

### Communication

Emergency telephone is located at Treworrey Cottages outside the office. Most mobile phone networks work well here. The hut is not equipped with WiFi, although we may be able to loan you a mobile USB dongle on a 'pay as you go' basis.

### Fire Safety Rules and Information

We want you feel relaxed and enjoy your stay in our shepherd's hut at Treworrey but due to the nature of the hut and its wooden construction, as well as its rural location, we ask you to observe the following rules:

- Please be responsible and especially alert to the risk of fire inside and outside the hut.
- The hut is equipped with a wood-burner and a gas ring and we ask you not to burn candles inside the hut.
- For your own and the hut's safety, an adult must be present at all times when anything is lit.
- Please do not smoke inside the shepherd's hut. If you smoke outside, please dispose of cigarette butts in the dustbin and not on the ground or anywhere else.
- A fire extinguisher, fire blanket and list of emergency numbers is provided.

Thank you.

### Damages

We do not request a damage deposit. However the Shepherd's Hut is our pride and joy, restored and cared for with love and attention. We ask you to treat it as you would your own home. Sometimes accidents happen, but for serious or negligent damage we reserve the right to request payment.

### Disclaimer

This is a working farm with any number of animals and livestock. Visitors are very welcome to wander the farm but must always take care if approaching animals which is done entirely at your own risk.

The provision of any meal service available to visitors to Hideaway Huts at Treworrey is provided by an independent contractor wholly separate from Hideaway Huts at Treworrey. In no event shall the proprietors of Hideaway Huts or Treworrey be liable for any damages whatsoever without limitation or any complaint or action resulting from any defect in the service or tort (including negligence) whether or not advised of the possibility of damage, and on any theory of liability, arising out of or in connection with the provision of any meal service referenced by our literature, or linked to our website.