

Black Pig Retreats
Terms & Conditions

Bookings, Pricing & Payment

1. All bookings via our online system should be treated as provisional until you receive confirmation from us via email. To secure your booking a non-refundable deposit of 30% (or full payment) of the cost of your stay is required. Bookings must be paid in full 8 weeks before your stay. If the booking is less than 8 weeks from the date of your stay, we require the full price of your stay to be paid.
2. Payment can be made by debit or credit card online at the time of your booking. There is a 2.29% charge for card payments. Alternatively, you can pay by bank transfer or through PayPal. Confirmation of the booking will be sent after the deposit (or full payment), has been received. If the balance is not paid by the due date, Black Pig Retreats reserves the right to re-let the tent and retain the deposit.
3. Black Pig Retreats only accepts bookings from persons over 18 years of age.
4. Black Pig Retreats reserves the right, at all times, without statement of reasons, to refuse or cancel a booking.
5. The prices featured on the website are not binding on Black Pig Retreats; Black Pig Retreats reserves the right to modify these prices. At the time of booking you will be informed of the prices applicable. The price stated on the confirmation invoice is binding.

Security Deposit

6. We do require a refundable security deposit of £50 to be paid to Black Pig Retreats upon paying your balance. The said security deposit is fully

refundable, save for any deductions that are required for any breakages or other damage to the tent and/or contents of the tent, or in respect of any fee incurred pursuant to paragraph 13 below.

Cancellations Policy

7. If you cancel within 8 weeks of your arrival date we will endeavour to re-let your lodge. If we are unable to do so, then we regret that we will be unable to refund any monies paid. Should you cancel prior to this date, we will refund any monies paid, less your deposit, or reschedule your stay for another date. An administration fee of £30 will be charged in this instance. We recommend that you have appropriate holiday insurance cover.

8. In the event that we need to cancel your holiday we shall inform you as soon as possible and refund all monies paid to us by you within 14 days of notifying you.

Arrival

9. Please advise us of your intended arrival time and update us en-route, a text when you are an hour away will suffice. Your tent will be ready from 4pm, but if we are ahead of schedule, we will let you know.

10. Please ensure you plan your journey to arrive no later than 7pm.

11. When you arrive please ring the bell at the gate and we will show you to your designated car park area. Here you will transfer luggage to our vehicle and we will show you to your tent.

Check Out/Departure

12. Guests are requested to vacate their tent by 10.00 am on the date of their departure.

13. We would ask that you leave the tent in same great condition in which you found it. If you leave your tent in an improper condition, Black Pig Retreats is entitled to charge an extra fee of £30 of additional (cleaning) costs. This can double to £60 in combination with a late departure. Dishes should be washed, bed linen stripped and placed in the laundry bags, the floor swept, and the bin emptied with rubbish put into a waste bag and placed in the bins by the car park.. Such fees will be deducted from the Security Deposit.

Visitors

14. Day visitors are welcome. Please inform us of their arrival in advance so we can agree parking arrangements. We also need their contact details, should we, in the case of an emergency, need to know who is on site.
15. All visitors must leave the site by 10pm each day.
16. Guests are responsible for the behaviour of their visitors. Black Pig Retreats reserve the right to require a visitor to leave the site, in the event that the visitor's behaviour impacts upon the reasonable enjoyment and/or use of the site by other Guests or the owners.

Dogs

17. We are happy to welcome 2 dogs per lodge. **Dogs must be kept under control at all times in the meadow and on leads near the farm yard and farm animals**, as we have sheep, horses, dogs, cats, free range chickens and pigs.
18. Dogs must not be left unsupervised in the tent. We charge a £25 supplement per dog and provide poo bags, towels and bowls for your dog during your stay. Please clean up after your dog. A bin is provided in the car park area.

Noise/Guest Behaviour

19. We ask that guests keep noise to a minimum after 10.30pm and before 8am, in consideration of others.
20. Smoking is not permitted at anytime within the tent or on the decks. Please do not leave any lit candles, lanterns or fires unattended.
21. We reserve the right to require guests to leave Black Pig Retreats, in the event that a Guest's behaviour impacts upon the reasonable enjoyment and/or use of the site by other Guests or the owners. In such an event you may not be entitled to a refund of sums paid to Black Pig Retreats.

Children/Safety

22. We love having children to stay at Black Pig Retreats. However, by booking and coming to Black Pig Retreats you agree to be responsible for your children, and any children in your care, and your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to facilities and tents. Children must be supervised at all times near the pond, alongside the stream and in proximity to any farm animals.
23. Please take care around the farm animals. They are in designated areas away from visiting guests. If you or your children touch the farm animals, it is at your own risk. Please ensure hands are washed thoroughly with soap and water after any contact with farm animals, especially before eating.

Use of Farm Facilities/Site

24. The farmyard and houses are strictly private and we ask that guests avoid these areas during their stay. You are welcome to walk/drive through the yard in order to access the road. Children must be accompanied at all times.

25. Use of the facilities at Black Pig Retreats, such as riding in the Polaris, playing near the pond, climbing tress and walking our nature trails, is the absolute responsibility of the Guest and is done so at their own risk.
26. Guests are encouraged to enjoy the farm, but please follow the clearly marked footpaths. Do not not enter fields or go through gates without signs to direct you.

Theft

27. Black Pig Retreats accepts no liability for any theft, loss or damage to your property that may arise from your stay at Black Pig Retreats. Guests are advised to ensure that they have appropriate insurance cover before staying at Black Pig Retreats.

Force Majeure

28. Force majeure as interpreted by Black Pig Retreats exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances that are beyond the control of Black Pig Retreats, including threat of war, Pandemic, staff strikes, blockades, fire, floods, high winds and other disruptions or events. Black Pig Retreats are within their rights to close their location when they consider such circumstances as these make it necessary.

Complaints

29. Despite all the care taken by the Black Pig Retreats staff, it may occur that you have a genuine complaint. You must take up this complaint with Black Pig Retreats immediately, in order to allow us to solve the matter as soon as possible.
30. Should the complaint not be settled to your satisfaction, you have the option, up to 1 month after departure from the site to lodge the complaint in writing or

by email with Black Pig Retreats. We will endeavour to resolve your complaint within 14 days of receipt.

Carolyn Bouchier 2021

Black Pig Retreats