

Counting Sheep Campers Ltd (CSC Ltd) Hire Terms and Conditions

Glamping

Definitions of Terms and Conditions

“I”, “me” and “my” refers jointly and severally to the person or persons who are the customers/hirers.

“This Agreement” means the Rental Agreement and these Terms and Conditions. In the event of any discrepancy between these Terms and Conditions and any other Counting Sheep Campers literature, the provisions of these Terms and Conditions apply.

“Contract” means when you submit a booking via our online reservation system/phone/email/post etc. you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between you and CSC. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by email or post.

“Counting Sheep Campers” also referred to hereafter as CSC means Counting Sheep Campers Ltd. owned by Mark and Alison Hibbert of Counting Sheep Campers Ltd., Lamins Farm, Foulden, Berwick-upon-Tweed, TD15 1UH.

“Customer” means the person(s) nominated as the hirer under the heading “Hire Details” on the Agreement and any person whose credit card is presented in payment of the customer’s charges.

“Glamping” means the Glamping unit supplied by CSC. under the Rental Agreement and includes, accessories, living equipment (built-in or free standing)

“Living Equipment” includes but not limited to crockery, cutlery, cooking utensils, pillows, cushions, bedding.

“Rental Agreement” means the document read and signed by the hirer(s)

“Rental Period” means the hire period referred to under the heading “Booking Details” on the Rental Agreement

“Security Deposit” means the security deposit

1. Reservations

- All prices quoted and charged in £ GBP.
- All reservations must be booked and paid for by the hirers at the time of booking (25% deposit + 50% charge of Optional Extras) and then balance through the booking system on countingsheepcampers.com or by telephone or e-mail.
- Payment is accepted by credit card (Visa or Mastercard) or debit card (Visa Debit or Maestro). We make a 3% charge on all bookings to cover banking fees when a credit or debit card is used for payment. Card details will be saved from the deposit payment and charged for the balance 6 weeks prior to your holiday, and retained for the Security Deposit pre-authorisation. All card details will be deleted 7 days after the hire. These card details are held securely encrypted by a Third Party online banking system.
- Please note we do not accept American Express (Amex).
- Alternatively, you can pay with a bank transfer (BACS) direct to our bank account, please ask for details.
- We will notify you by email before the balance of payment for your holiday is charged to your credit/debit card.
- The hirer will pay any shortfall in charges to CSC. If there is any overcharge or refund due, CSC will refund this to the hirer.
- Hire will not commence without full payment being received,
- A Security Deposit of £100 will be pre-authorised credit or debit card only before collection. This covers insurance excess, security deposit and excessive cleaning deposit.

2. Rental Period

- "Rental Period" refers to the dates agreed in the Rental Period.
- Rental is charged on a nightly basis.
- Minimum rental is 2 days.
- Check in is 4pm on your first day. If that is not convenient, please contact us by email or phone *in advance* and let us what time you would prefer and we will endeavour to accommodate this.
- Check out by 11am on your final day.
- CSC reserves the right to increase the minimum rental period for certain events.

3. Security Deposit

Pre-authorisation on a credit card to the value of **£100** will be approved prior to the rental.

The Security Deposit covers damage to internal fixtures and fittings, CSC reserves the right to recover money to cover additional damage where necessary. Additional charges may be made for excess cleaning e.g. smoking occurred in glamping unit, soiling of furniture.

We reserve the right to charge the following cleaning fees:

£100 Excess cleaning fee (sand/smoking/staining)

Once the rental period ends and glamping unit has been thoroughly checked for any damage, and once found to be in a satisfactory/damage-free condition, we will cancel the pre-authorisation after 7 days.

If the glamping unit is not vacated at the agreed date/time, CSC reserves the right to charge the hirer additional rental fees.

4. Cancellation by Counting Sheep Campers

Counting Sheep Campers reserve the right to cancel a reservation before or at the proposed commencement of hire (no refunds will be given if at the commencement of hire), details as follows:

- Hirer fails to provide funds for the security deposit payment (standard excess plus damage excess) by credit/debit card.
- Hirer is in breach of any term in this agreement/T & Cs.
- CSC's liability is limited to the refunds of all monies paid by the hirer. No compensation is available for additional arrangements booked by the hirer e.g. flights/train tickets.
- CSC reserves the right to amend our cancellation policy for certain events.
- **CSC reserves the right to refuse hire to any person, without stating cause.**

5. Cancellation by Hirer

In the event of cancellation by the hirer, the following charges will be incurred:

- More than 6 weeks prior to rental: we will refund your 25% deposit to you.
- Between 6 weeks and 2 weeks prior to rental: we will charge you 50% of your total holiday cost.
- Less than 2 weeks prior to rental up to "No Show": we will charge you 100% of your total holiday cost.

Any credit/debit card charges are non-refundable. Customers are advised to check their own travel insurance policy in the event of cancellation by hirer.

6. Smoking

We do not allow smoking inside the glamping unit. An Additional cleaning charge of £100 will be applied if this is not adhered to.

7. Pets

We cannot accept pets.

8. Proper Law

This agreement is governed by and construed in accordance with the Laws of Scotland, and the parties submit to the exclusive jurisdiction of the Scottish Courts.

9. Privacy

CSC will collect Personal Information such as names, email addresses, home addresses, telephone numbers from the hirer during the process of booking and vehicle collection. These will be kept securely. The booking system will take credit/debit card number, security code and the card's expiry date.

10. Complaints

Counting Sheep Campers hope that you enjoy your holiday in our glamping unit. We are contactable in person or on 07564 655444 throughout the rental period if a problem does occur.

All faults, damage or complaints must be reported immediately. In the event that a complaint is not satisfactorily resolved, the hirer must inform CSC in writing within 10 working days.

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