



Secret Valley Escapes Terms and Conditions (T&Cs)

Secret Valley Escapes is a family run site that welcomes campers who are looking to relax and explore. It is important to us that all our guests respect their fellow campers, our site and the wildlife during their stay and so we have created a set of T&Cs to help ensure everyone has the break they have paid for and deserve.

If you have any issues at all during your stay, please don't hesitate to come and find one of the team on site who will do their very best to ensure the issue is resolved.

Secret Valley Escapes (SVE) reserves the right to change details on this website, including prices and terms and conditions, without notice.

By ticking the box, we take this as acceptance of our terms and conditions

It is the lead booker's responsibility to ensure all of the party are aware of these T&Cs and any other information shared before you arrive. A copy of these T&Cs can also be found in the Guest Book in your Safari Tent Den.

Payment and Deposits

To secure your booking we require a 50% deposit which is non-refundable and non-transferable.

The remaining balance is due 6 weeks before your arrival. You will receive an email notification reminding you of this, with a link to the secure payment page. If payment isn't made within the 6 weeks, and we are unable to contact you, your booking will be cancelled.

Please note, if your booking is made within 6 weeks of your arrival date, then the full payment for the booking will be required.

You will receive an email confirming your payment has been successful.

Payment is taken via stripe.

Security Deposit

A security deposit of £100 per Den may be taken to secure against damages and any additional cleaning or losses. This will be taken from your chosen card on arrival and refunded within 48 hours of your departure.

Each Den has an inventory of items. Please check this on arrival as you will be liable for any missing or damaged items and this will be taken from your deposit.



Changes to Bookings

If you need to change your booking please contact us at info@secretvalleyescapes.co.uk at the earliest opportunity. We will always endeavour to make a change wherever possible but cannot guarantee this.

Unfortunately, you cannot make a change within 6 weeks of your arrival date.

Cancellations

All deposits are non-refundable and non-transferable. Cancellations must be made in writing via email to info@secretvalleyescapes.co.uk

- Cancellations over 6 weeks from arrival – no charge
- Cancellations between 6 weeks and 3 weeks of arrival – 50% refund will be given via bank transfer
- Cancellations 3 weeks or under – no refund will be given as there is limited chance we will be able to fill those dates with other guests.

If we (SVE) are unable to provide the services booked by you (the customer) due to unforeseen circumstances out of our control. We will issue you with a 2-year credit note for your stay to re-use at a date convenient for you. We do advise visitors to take out full holiday insurance to cover cancellations, public liability, personal belongings, loss etc

We reserve the right to refuse entry to the site, cancel bookings and instruct people to leave the site for any reason (e.g due to inappropriate behaviour, not adhering to site rules, dangerous weather or site conditions)

There will be no refunds given for early departure.

Arrival and Departure

- Check in is between 3pm and 5pm
(If you will be arriving later than this, please contact the site beforehand via email, or on the day on 07766163237)
- Check out is 10am
- Office hours are seasonal and subject to change but will be published on the reception door with an emergency contact number.
- Further arrival information will be sent in your confirmation welcome letter



Group Bookings

We are a family site and our unique set up means that if you book both Dens, your party has exclusive and private access to the whole site.

There must be at least one appropriate adult / parent / guardian staying in each Den. Any groups arriving without such an adult will have their booking cancelled and no refund will be offered. If there is any doubt about the above, please get in touch and we will be happy to have a chat about this.

Due to our location and the wildlife on site we try to remain a quiet site after dark so please consider if this is the right location for your group.

It is the responsibility of the lead booker to ensure all guests adhere to the T&Cs and Site Rules.

Your Stay at Secret Valley Escapes

Quiet times

We politely ask that all our guests keep noise to a minimum between 10.30pm and 7.00am out of respect for our neighbours, both human and animal!

Music

No music is to be played through amplified devices and we ask you keep volume at a respectable level and turned off at 10.30pm

Fires and BBQs

- No **open** fires are allowed on site.
- No **disposable** BBQs are allowed on site.
- Each Den has its own Solo Stove which doubles up as both a Fire Pit and BBQ.
- Guests are not permitted to use their own wood. A supply of wood will be available for your stay and if you do need any additional wood it can be purchased from Reception.
- It is strictly forbidden to forage and burn timber from the land as this disturbs natural habitats and damages the stove.
- Fires must be kept to a controlled height and within a sensible distance from any flammable items
- Fires must not be left unattended
- Fire Pits must not be moved
- Children must not play near the fires

If we feel that these rules are not being adhered to, we reserve the right to extinguish your fire and remove your solo stove.



Please note, due to our location, we do not allow:

Drones
Generators
Disposable BBQs
Fireworks
Chinese Lanterns

Only guests who are registered are permitted to stay on site. Day guests may be permitted at our discretion. Please speak to a member of the team to discuss this.

Full guidance about on how you can make the most of our site will be available in your Den handbook and please also take a look at our FAQs on the website.

Our agreement with you

All guests agree to be considerate to fellow campers and take good care of the dens and all facilities during their stay. By agreeing to these T&Cs you agree to be responsible for your children and any other children in your care. You also agree to take all reasonable precautions against personal injury, injury to others and damage to the site, woodland, the facilities and your tent.

Secret Valley Escapes does not accept responsibility for any damage caused to your vehicle or damage / loss to your personal property whilst staying on site.

You use the site, it's amenities and facilities at your own risk and by agreeing to these T&Cs you are acknowledging you are aware of the risks, hazards and dangers of personal injury whilst on our site and as outlined on our website and in the guest book.

All visitors must read and adhere to our Health and Safety documentation, provided as part of your welcome pack in the Den guest handbook.

Privacy

Your contact and personal details will be kept on file in line with GDPR. We keep these for H&S reasons and for Local Authority inspections. Your contact details will not be shared with any 3rd party.

Your financial details are not seen or stored by us.