

 **EBBW VIEW ECO STAYS: TERMS & CONDITIONS FOR GUESTS**

1. **Your personal information**

Your contact and personal details will be kept on our records for the duration of your stay at Ebbw View and for a short period of time afterwards if there are any damages caused that we need to invoice you for. With your consent at the time of booking, you can consent to us retaining your contact information beyond that time so we can send you info and details of any future special offers. You can subsequently opt out of receiving emails at any time by contacting us. We will never pass on or sell your details to any third parties.

1. **Bookings**

Ebbw View Eco Stays will only accept bookings from and for persons aged 16+. We reserve the right to refuse a booking. When you book through the online booking site you will receive an automated booking summary e-mail, to the e-mail address provided. Please check the e-mail for any errors. The automated e-mail does not form a contract between you and Ebbw View Eco Stays. A contract will be formed when we send you a booking confirmation letter via e-mail or post. Please contact us immediately if you have any concerns or queries regarding the details on the booking.

**Group Bookings:** Ebbw View Eco Stays has the right to refuse group\* bookings if we feel that this may be of detriment to guests staying in the other Pods or to our neighbours. Please get in touch to talk through your proposed plans so we can advise whether our site is the most appropriate place for your group.

*\*'Group' booking means more than one Pod for a family/friends group of up to 6 people.*

**Security Deposit:** A group booking security deposit of £50 per Pod is payable when more than one accommodation unit is booked for a family / friends group. The security deposit is payable on arrival at the site, through either PayPal or a bank transfer so please bring the means to make an online payment via your smartphone or tablet. We aim to refund security deposits within ten working days of guests’ departure but may take longer if deductions are involved for repairs or replacements. The security deposit is to cover any costs to Ebbw View Eco Stays for damage, breakages or for cleaning excessive dirt from the Pods. On arrival we will ask the guest paying the deposit for their bank details for the refund but will delete that data from our records as soon as the refund has been processed.

1. **Damages or Breakages**

Please bear in mind that our Eco Pods are constructed of a much simpler and less robust structure that a conventional house. Please take care with any pressure placed on the inner walls and also be mindful of the limited space within the Pods. Please let us know about any breakages or damage caused during your stay in your Pod. We will only charge for replacements to broken items in exceptional circumstances, as understand accidents can happen. If significant damage or that caused by obvious recklessness is directly attributable to your or your fellow guests, Ebbw View Eco Stays reserves the right to request payment to cover the damage, which we will deduct from your security deposit if you have paid one, or will invoice you for following your stay.

1. **Cleaning**

The regular cleaning cost following your stay is included in your payment when you book with us. To assist with this, we respectfully ask that you remove all food items from the Pod when you leave, taking it home with you, or to the designated bins on site, or asking us to compost it for you. Please do not leave any food uncovered in the Pods or on the decking for any period of time as this can attract ants and pests quite quickly. Please wash all kitchen items up thoroughly and return to their original spaces on your departure. If the Pod requires additional cleaning beyond a reasonable level, Ebbw View Eco Stays reserves the right to charge you £15 per cleaning hour which we will invoice you for.

**COVID19 and cleanliness:** Each Eco Pod is a self-contained unit with 50 metres between Pods, so there is no risk of virus contamination via any communal indoor areas on site. The Pod will be thoroughly cleaned in between guest stays to ensure that the potential for Coronavirus, or indeed any other harmful bacteria to be present when you arrive, is minimised.

1. **Accommodation**

Included in the accommodation price: rental of the Pod(s) booked, bottled drinking water replenished daily, water and gas for washing and cooking, a limited supply of electricity depending on the amount generated by the solar panel each day, sawdust/woodchip for the composting toilet, a starter pack of wood for the wood burning stove, a small electric cooling box for perishable food, toilet rolls, hand towel, tea towels, mattress for double bed, 2 pillows without covers, cooking pans and other basic utensils, 2 outdoor chairs, crockery, glasses and cutlery for 2 people per Pod.

We also provide eco-friendly shower gel / shampoo, hand soap and washing up liquid as we do not wish to flush chemicals into the ground outside. We ask you to use the detergents provided or check with us about any similar ones you wish to bring.

**NOT** included in the accommodation price: bedclothes for the double bed, towels for shower, fuel for fire-bowls / BBQs, additional firewood required above the allotted quantity. Please also note that Ebbw View Eco Stays’ commitment to “off-grid” living means that we cannot guarantee unlimited electricity supply on demand. We use low energy light bulbs in the Pods and there should be enough power each day to charge phones or tablets but if you keep lights on for most of the day, charge several gadgets or keep the electric cool-box running too long, you may run out of power. We recommend you bring additional torches with you, especially if venturing out of your Pod after dark.

There are no standard 3-pin plugs in the Pods, just 12V USB and car-type charging ports so please bring USB cables with you for your phones, tablets, etc.

1. **Prices**

The prices on the Ebbw View Eco Stays website are not binding as we may offer reduced rates from time to time or may put prices up prior to updating the website. The price stated when you book through the online booking site and which will be in your booking confirmation is binding. Special offers and/or discounts cannot be used after you have officially booked your stay.

1. **Payment Policy**

All bookings must be secured by a credit / debit card and full payment must be made 30 days prior to your first night’s stay, or at the time of booking if this is less than 30 days before your arrival.

1. **Cancellation Policy**

Cancellations made 7 or more days prior to the arrival date will be refunded the cost of the first night’s stay only. Within 7 days of arrival, we are unable to offer any refund. If your stay is terminated early, there will be no refund for nights not used.

There are no refunds offered based on poor weather – this is a campsite in Wales so anything can happen weather-wise and we do offer beautiful scenery even in the rain! We strongly advise you to take out travel insurance that includes cancellation cover.

1. **Making Alterations to your holiday**

If you need to make a change to your booking prior to arrival, please call us to discuss. We will endeavour to be as helpful as we can, but if it is a major alteration that is likely to lead to additional costs for Ebbw View Eco Stays, we may charge you a fee. If we cannot accommodate your requested change we will let you know and we are not obliged to meet any requests made after booking.

1. **Arrival and Departure**

Your Pod will be ready for you from 2.00pm on the day of arrival. If you are in the area earlier than that, please call us as if the Pod was vacant the previous night we may be able to make it available to you earlier in the day. We advise you to arrive well before dusk to enable you to find the site and so we can show you to your Pod in the daylight. We always encourage guests to let us know their estimated time of arrival, so one of us can be ready to meet and greet you.

On the day of departure you should plan to have fully vacated your Pod by 11.00am including having left it tidy and with all litter removed.

1. **Pets**

We are sorry that we are unable to accommodate pets at Ebbw View Eco Stays given the livestock on and near the site. Occasionally we may have family or friends as guests staying with a dog that is already well known to and trusted by us, which will be expected to remain on a lead at all times. If we do plan to have such a dog on site in another Pod at the time you have booked, we will contact you to ask your consent for this and will respect your preference not to have a dog on site by rescheduling the other party’s booking.

1. **Site Regulations**

In order to make yours and everyone else’s stay at Ebbw View Eco Stays as enjoyable and relaxing as possible, please behave in a considerate and safe manner, having respect for everyone else on and near the site at all times. We ask that all noise including from music, be kept to a very low level from 9pm through to 9am. Ebbw View Eco Stays may ask guests to leave if requests to reduce noise levels, or any other upsetting, dangerous or inconsiderate behaviour are not heeded. In that event, there will be no refund for unused nights.

The fire bowls / BBQs provided must be kept on the outside decking area and please read and abide by the safety regulations provided in your Pod regarding use of the outdoor cooking equipment as well as the indoor wood burning stove and gas hob. The Eco Pods are obviously wooden structures and therefore the need for care around any fire sources cannot be stated strongly enough.

Fireworks and sky lanterns are not allowed at any time, nor are any open fires anywhere in the field.

We hope you have booked to stay with us at Ebbw View partly due to your love for the countryside and wider environment. We ask that you consider the Countryside Code including the following:

* Leave gates as you find them, closing a gate if found closed.
* Keep to public footpaths and respect notices indicating where footpaths are closed.
* Do not walk across crops (this includes long grass where birds and other small creatures may be living).
* Leave no trace on the land and keep any litter you create with you until you find a suitable bin
* Take note of signs regarding horses and other animals in nearby fields and do not feed any animals in our or other fields without permission and supervision.
1. **Liability**

Ebbw View Eco Stays accepts no liability for:

* theft, loss or damage of any nature, during or as a result of a stay at Ebbw View Eco Stays
* any defect or out of action equipment and loss or closure of supplies at Ebbw View Eco Stays
* Any accident or injury caused to you on or around the site due to the terrain, flora or fauna of the natural landscape.

Please note that essential maintenance activities may be carried out on the site during your stay without you being entitled to any compensation.

1. **Complaints Procedure**

It is really important to us that you have a wonderful time as our guests at Ebbw View Eco Stays. If you do have any complaints during your stay please let one of us know as soon as possible and we will do what we can to rectify the problem. We would much prefer this to a subsequent bad online review without you having told us about your complaint at the time.

1. **Risks**

We recommend you take out travel insurance against the risk of accidents and your stay being terminated early, as well as cancellation insurance.

1. **Day Visitors**

We welcome day visitors between the hours of 8am – 7pm if you have informed one of the Ebbw View Eco Stay staff on site in advance. Anyone visiting that we do not know about, may be viewed as a trespasser. Visitors must leave by 7pm as for safety and security reasons we can only have overnight guests who were previously identified within the original booking process.

1. **Force Majeure**

Ebbw View Eco Stays cannot be held liable if, through Force Majeure, the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Ebbw View Eco Stays, including threat of war, blockades, fire, floods, staff strikes, and other disruptions or events.

1. **General**

Your contract partner is Ebbw View Eco Stays. We are not bound by any printing errors.