



Bookings

All bookings via our online system should be treated as provisional until you receive confirmation 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 the full price of the stay is required.

Payment can be made by debit or credit card on line at the time of your booking. Alternatively, you can pay by bank transfer or 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 The Roost reserves the right to re-let the cabin and retain the deposit. The Roost only accepts bookings from persons over 18 years of age. The Roost reserves the right, at all times, to refuse or cancel a booking.

Arrivals

Please advise us of your intended arrival time and update us en-route. Your cabin may not be ready until 3.30pm but if we are ahead of schedule we will let you know if you phone en-route. Please ensure you plan your journey to arrive no later than 9pm.

Departures

Guests are asked to check-out by 10.30am. Please could you strip the bed? It really saves us a lot of time doing change overs.

Cancellations

If you cancel less than 8 weeks before the start of your holiday, we will endeavour to re let your accommodation. If we are unable to do so, we regret that we will be unable to refund any monies paid. Should you give us more than 8 weeks notice, we will refund monies paid, **less your deposit**, or reschedule your stay for another date. An administration fee of £50 will be charged in this instance. We recommend that you have appropriate holiday insurance cover.

Dogs

We charge £25 for one dog and £35 for two. We provide a cosy bed, towels, bowls and a doggy treat. If you are bringing a dog, we ask you to keep them off the furniture and bedding (we provide a lovely bed for them). We also ask that if they get a little muddy, you use the on-site dog wash area and doggy towels provided. Please do not wash them in the cabin bathroom.

We often have sheep grazing in our upper field and are situated close to other livestock and poultry so, when onsite, we ask that your dog is kept on a lead and under control at all times. Please clear up after your dog with the poo bags provided.

If you want to bring your dog/s, you must agree to these rules at the time of booking.

Noise

We want all our guests to enjoy a peaceful, relaxing stay with us. To keep the meadow tranquil, and so as not to disturb the wildlife or guests, we do not allow any music or radios outside the cabins as noise is amplified as it travels up the valley. Please use headphones if you wish to listen to music. We also ask you to be conscious of how much noise you are making around the camp fire at night. After 10.30pm the only sound that should be generally audible in the field is hooting owls and the snuffling of the badgers and a low murmuring of our guests enjoying the sunset and some tranquil star gazing.

Logs & Campfire Wood

We provide a basket of kiln dried, split logs and sticks for normal usage of the wood burning stove – usually enough for 2 toasty days! For the firepits, the cabins back onto woodland and we encourage our guests to collect the ample supplies of wood from the forest floor instead. If you do require extra logs, they can be purchased for £6.50 a bag. The BBQ works best with charcoal and that can be pre-ordered onsite or purchased from nearby garages and supermarkets.

Breakages & Damage

Please leave the accommodation tidy and let us know if anything gets broken, so we can replace it for our next guest. We will only charge for replacement in exceptional

circumstances, as we expect a degree of wear and tear. If damage is directly attributable to the guest, then we reserve the right to request payment up to £150 from the guest.

Privacy Policy

At The Roost we are committed to safeguarding and preserving the privacy of our guests. Full details of our policy can be found on our website www.theroostglamping.co.uk.