

Terms & Conditions

Booking and Payment

- Minimum stay is 2 nights.
- Please check the calendar for availability, you may book online or if you prefer, you may email or telephone to make a booking.
- Unless the offer of a deposit has been agreed, payment in full must be made at the time of booking, we can accept payment through our online booking service or by direct bank transfer.
- We will confirm your booking and send you a receipt by email, this will then establish a legal contract between us.

Cancellations

- If for some reason, outside of our control or extenuating circumstances occur to prevent The Elvan hut from being available for your reservation slot, we will refund your money in full.
- If you cancel your booking before 28 days of the intended date of your arrival we will refund your payment less a 25% administration fee.
- If you cancel your booking after 28 days of the intended date of your arrival, we are not obliged to return your payment.
- However, if we can let the hut for that period, we will refund your payment less a 25% administration fee.
- If you cannot attend a booking due to Covid 19 lockdown restrictions, you may transfer the booking to an alternative date. Please give as much notice as possible. Price differences may vary throughout the season and this may result in additional payments or refunds.

Arrival

Your Shepherd's Hut, will be ready for your arrival at 15:00, on your arrival date and we ask you to leave by 11:00 am on the day of your departure. Please leave your accommodation clean and tidy.

We reserve the right to charge for excess cleaning and for any damage done to the property during your letting period.

For security reasons, please ask in advance if you wish to have friends and relatives to visit during your stay.

Departure

Checkout Time is 11:00 on the day of departure. Late checkout is sometimes available by prior arrangement at our discretion.

Please leave your accommodation clean and tidy.

Damages and Breakages

You are responsible and liable for any breakages or damages which you may cause to the accommodation or its contents and for leaving the accommodation unreasonably dirty. Please report any damages as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to ask you to pay for repair or making good if the damage or breakage is significant, or if additional cleaning charges are incurred.

Pets

We are, at present, unable to accept pets.

Liability

We do not accept liability for damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves. We expect guests to exercise good sense whilst on our property bearing in mind that the hut is situated on a working farm with some natural “hazards” and to take care not to trip or slip especially in inclement weather conditions.

Fire Safety

Smoking is not permitted inside the shepherd’s hut. Please take great care when lighting the firepit and barbeque. During the summer months when the grasses and hedgerows are dry there is a risk of sparks setting them alight, therefore more care needs to be taken to prevent this from occurring.

Please be aware that the flue of the wood-burner gets extremely hot whilst in use. Take extra care not to touch or allow any other items to lean against or touch it, this could create a fire hazard. Also, please refrain from leaving anything on top of the electric hob, especially after use, as it takes a while to cool down and isn’t always obvious that it may still be hot.

We have provided the hut with a smoke alarm, carbon monoxide reader, fire extinguisher and fire blanket, for precautionary and safety measures. Please see your welcome pack for more information.

Data

Any data gathered during the course of your booking may be held on computer. We execute appropriate protection of all personal information provided and we will never share your information with other parties.

Complaints Procedure

We are immensely proud of our high standards of customer service however, if we fail in meeting these standards, please do not hesitate to email us at elvanfarmshepherdshuts@outlook.com.

Our aim will always be to deal with your complaint as soon as possible and make every effort to reach a satisfactory conclusion on your behalf, in order to retain your valued custom.