

FLORENCE SPRINGS GLAMPING VILLAGE

2018 Terms and Conditions of your booking

Booking T & C's

- A Non-refundable Holding Deposit will be taken upon booking via the online booking system.
- Within 24hours of your booking, you would need to call Florence Springs on 01646 652000, to complete your deposit with a £100.00 non-refundable payment. This secures your booking. Booking line open 9.30am to 5.30pm
- The remaining balance is due 8 weeks before your booking date.
- Any cancelations made more than 8 weeks away from your booking, will result in your deposit being lost.
- Cancelations made within the 8 week final period; a refund is only issued if we can re-sell the yurt or pitch. If we can re-sell your booking, a refund is issued minus the deposit and a £50.00 admin fee.

Please note - 2% charge on credit card payments

(We recommend that you take out holiday insurance to cover any cancelations)

On site T & C's

- Check in is between 3pm and 6pm on the day of arrival. Later check ins need to be pre-arranged by calling 01646 652000. Late check in charges may apply.
- Check out is at 10.00am. The changeover team will start cleaning at 10.00am so it is important that you leave on time.
- We ask that our guests empty their hot tubs either the night before or in the morning of your check out.
- We ask that the accommodation is left in the same condition as when you arrived, with kitchen equipment and utensils washed and all used bedding in a pile.
- A charge for dogs applies, with the Yurts & camping being the only accommodation that caters for dogs. We ask that dogs are not left on their own in the accommodation and do not sleep on the beds. A Damage disclaimer will need to be signed by all guests who have dogs on check in.
- Florence Springs is a family site and we ask that our guests adhere to a quiet policy after 10pm in the interest off other guests and children sleeping.