



Terms and Conditions

These terms and conditions apply to all bookings for Willow Hill, whether made via our website, by email, over the telephone. They contain important information about your stay and we kindly ask that you read these carefully. If there is anything you would like to discuss regarding your booking or these terms and conditions, please don't hesitate to contact us.

Please be aware that Willow Hill is open to advance bookings only, and walk-ups are not permitted.

1. Alcohol policy: Please be aware that guests are not permitted to bring alcohol to site. The Cobney Bar serves a wide range of wines, beers, ciders, spirits and soft drinks at reasonable prices. A price list is available on request and a copy is held behind the Bar.

2. Deposit secures booking

- a. A deposit of 30% is required on booking. This deposit is non-refundable.
- b. For bookings made more than 30 days before the start of your stay, the balance (70%) is due 45 days prior to arrival at the latest, otherwise your booking may be cancelled.
- c. Please note, bespoke terms and conditions apply to group and exclusive farm hire bookings, and will be confirmed as part of our quotation.

3. Cancellation policy

- Cancellations made more than 30 days before your holiday start date will be refunded minus 30%* of the total fee. *50% in the case of party/group hire.
- Cancellations made within 30 days of the holiday start date will not be refunded.
- At our discretion, a change of date will be offered where possible for cancellations made within 30 days before the start of your stay. A new date must be confirmed by the guest within 24 hours of the date being offered. If the new dates are charged at a higher rate, the additional cost up to the higher rate must be paid at the time of the date change. A £10 admin fee will be charged. If the offered date is declined, the total cost of stay will not be refunded

- It is recommended that you consider suitable holiday insurance to cover for eventualities, including cancellations.
- If for any reason we are not able to honour your booking (outside of our control), then we will offer you the choice between alternative dates or a full refund (minus your booking fee, see below).

**Please note if booking via a third party platform, your deposit may be retained as part of its terms and conditions: please check booking platform for their details, in addition to Willow Hill terms and conditions.*

4. Group bookings and exclusive farm hire

Please note, a deposit of 50% on booking is required for Group Hire of Orchard Camp, with full payment due 45 days before arrival date, unless otherwise specified in your quotation.

5. Booking confirmation

Possible or alleged inaccuracies must always be made known by email within 10 days after the date of the confirmation/invoice or in any case before the start of the stay.

6. Terminating bookings We reserve the right to refuse a booking at any time – without giving reasons. We reserve the right to terminate or curtail a booking of any guests/party groups who breach our terms and conditions, including noise and anti-social behaviour.

7. Check in and Check Out

Camping check in from 11am – 7pm, check out by 11am on day of departure

Glamping and all other accommodation check in from 3pm – 7pm, check out by 10am on day of departure.

Late check in Guests wishing to arrive after 7pm are asked to let us know in advance of their stay.

8. Your personal information We will use the personal information you provide to us in accordance with our privacy policy.

9. Under 18s All under 18 year olds must be accompanied by an adult. Children must not be left on site unattended.

10. Charges We may ask to take a credit card pre-authorisation at Willow Hill. All charges incurred during your stay, for example food and beverage charges and any room charges which you have not paid for in advance, must be settled when checking out. You will have the option to provide a different method of payment should you wish. Please let us know before you depart if you notice any abnormalities in any charges that have been assigned to your room.

11. No smoking

No smoking or vaping is permitted within Willow Hill buildings or accommodation at any time. We reserve the right to charge the card you have used to secure your booking a reasonable fee in respect of specialist cleaning in the event we suspect smoking has taken place in your room(s) during your stay. We also reserve the right to terminate the remainder of your stay in the event that we find you have failed to comply with our smoking policy.

12. Excess cleaning charge Where excessive cleaning is required a £50 charge will be applied.

13. Accessibility If you have mobility issues, please contact us directly and we will do all we can to accommodate your needs. Please bear in mind that Willow Hill is a working farm and, as such, the ground will be uneven with unpredictable going, depending on the weather.

14. Accidents Guests must report any accident or injury they or their guests may have whilst on the premises immediately to a member of management and in any event, within 24 hours of the incident. This information is needed in order to comply with health and safety obligations and for insurance purposes.

15. Imagery The images of our rooms and facilities on our website are for illustrative purposes only. Each part of Willow Hill is slightly different and your room or the facilities you use during your stay may vary slightly from those images.

16. Dogs: Dogs are welcome and owners accept full responsibility at all times when on site. All dogs must be kept under control and on a lead in populated areas. Any dog waste must be collected and placed in the bins. Dogs must not be left unattended at any time. A maximum of two dogs allowed per accommodation unit.

17. Noise Regulation: Please note that Willow Hill Farm is a quiet site. Please be respectful early in the morning before 9am and late at night after 9pm. This applies to talking, playing music, playing games and using any noisy equipment. We expect noise levels to be low and to not disturb other guests after 11pm curfew.

18. Appropriate behaviour We kindly ask that you respect our other guests and refrain from any improper, violent or abusive behaviour and any illegal conduct at all times during your stay. We reserve the right to ask you to leave the premises and cancel the remainder of your stay (the cost of which will be charged to the card you have used to secure your booking) in the event that you fail to respect this policy.

19. Waste All waste and rubbish must be placed in the bins provided. In the unlikely event that the bins are full, all rubbish must be placed in black bin liners and tied securely.

20. Electrical hook ups We do not offer electrical hook ups

21. Open fires Open fires are allowed on designated areas of the field using the fire pits supplied. Wood must be purchased from onsite NOT collected from the farm or neighbouring woodland.

22. Liability We will not be responsible for any loss, theft or damage to your personal belongings, other than caused as a result of our negligence.

23. Please be aware that Willow Hill is a working farm. No persons are allowed near the farm buildings and machinery. Please DO NOT FEED the farm animals.

Other important terms

24. Willow Hill trade marks

All guests shall not use the names, logos, colours, trademarks, service marks, photographs, trade dress, or other identifying features of Willow Hill (the 'Willow Hill Marks') without obtaining our specific prior written approval as to the specific use.

Guests expressly recognise that the Willow Hill Marks are the valid, unique and exclusive property of Willow Hill, its parent, affiliates and/or subsidiaries. Guests may not produce or create, or authorise others to produce or create, the Willow Hill marks for any purpose whatsoever, including, but not limited to, in any communications, marketing, advertising or other promotional materials (including, but not limited to, brochures, flyers, invitations, and email messages) that utilise the Willow Hill marks without our prior written consent.

25. Force majeure

Willow Hill will not be responsible and will not pay any compensation where we are prevented or delayed from performing our obligations due to an event beyond our reasonable control, including but not limited to flood, pandemic, epidemic, a public health emergency, a governmental, regulatory authority, federal and or state mandated closure, earthquake, mechanical breakdown, IT failure, fire, adverse weather conditions, acts of terrorism, gas, water or other utilities.

We may transfer this agreement to someone else: we may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

If a court finds part of this contract illegal, the rest will continue in force: Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

Governing law and disputes

These terms are governed by English law

Amendments to our Terms and Conditions

Willow Hill reserves the right to amend any part of its Terms and Conditions.

Last updated 20.5.23

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