Please print in **BLOCK CAPITALS** Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mobile Tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Car Reg\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Glamping Details (***please circle/highlight required units***)**

Bell Tent Country Kabin Family Bell Tent Yurt Dome

Executive Level Bell Tent Executive Level Yurt

Adults: \_\_ Children:\_\_ No of nights \_\_ Arrival date\_\_/\_\_/\_\_ Departure date \_\_/\_\_/\_\_

 **Additional requirements (***please add number required***)** N.B. relevant fees apply please see overleaf:

Late check-in \_\_ Logs & kindling \_\_ Charcoal & fire lighters\_\_ Bunting hire \_\_
Daily gym pass \_\_ Daily fishing pass \_\_ Single bedding \_\_ Double bedding \_\_

Bath Linen \_\_ Late check-out \_\_ Dogs \_\_ Games hire \_\_
Electric ‘Stove’ heater\_\_ No. of single night supplements \_\_

**Additional Requirements/Notes**

**Customers Declaration**

I declare that I have read & agree to be bound by and abide to the booking terms & conditions. I am over 18 years of age. My group are in good health, do not suffer from any allergies that will be aggravated by a rural location and not pregnant. All information contained here is correct to the best of my knowledge and belief. Please reserve the holiday accommodation I am requesting.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Terms & Conditions

I agree for a deposit to be taken to confirm my booking. If I wish to cancel my booking or any accommodation involved, I understand that the deposit is non-refundable. I understand that in order to cancel a booking I must send written notification to DCHE & receive acknowledgement of receipt. I agree that if I cancel a booking 20 working days or less before the dates reserved I am liable for the full accommodation fee if the accommodation cannot be re-let. I understand that alterations to the booking dates once confirmed, constitute a cancellation, are at DCHE’s discretion and, if the alterations are possible they are subject to a thirty-five pound administration fee. I confirm that I am aware of the sites location and have looked at the images of the site and my accommodation available on the internet. I understand that DCHE offer a variety of accommodation on the glamping section of the holiday park. I understand that DCHE is situated in a rural setting and accept that this is the natural habitat of wild animals. I and my party will not leave food stuffs out that may encourage wild animals into the site. I understand that activities are booked with third parties, that activities must be paid in full in advance unless otherwise stated and that these fees are non-refundable. I do not hold DCHE responsible for cancellation of any activities or costs incurred. I understand that check-in is from 2pm – 6pm on the day of arrival and check-out is by 10am on the day of departure. I agree that unless I have booked late check-in or late check-out that fees will be incurred for arrival and departure outside these times and my card can be charged accordingly. I understand that supplement fees apply if I wish to stay less than two nights during bank holidays or national holidays. I understand that all bills must be settled before departure and failure to do so will incur a failure to pay surcharge of 10% of the total fee due. I agree that if I fail to pay before departure my card can be charged accordingly. I understand that if any of the accommodation I have booked has a toilet it is my responsibility to ensure this is emptied before we depart. I agree that if a toilet is not emptied the health and safety fee of £75 for the disposal of human effluence can be charged to the card details I have supplied. I understand that all images of accommodation are only as an example and that my accommodation may differ from any images I have seen. I understand & accept that canvas structures may suffer in adverse weather conditions. I understand that for health and safety reasons and as there are electrical, water gas and other utility pipes running underground through the site that we cannot erect any signage, posts, nets or flags into the ground without prior agreement of the site. We will not decorate the exterior of accommodation without first asking once we are onsite about its suitability, in case of young children or families present / weather conditions. Due to health and safety / insurance reasons the use of private electrical equipment is not permitted on site.  I agree I will not hold DCHE liable for any event beyond DCHE’s reasonable control, including but not limited to any failure or defective working of all equipment, adverse weather and its effect on your accommodation unit. I understand and agree that DCHE reserve the right to cancel my booking due to bad weather, equipment failure, and damage or for other reasons. I understand and agree that in the eventuality of DCHE cancelling I will receive a refund of my payment in full but no further compensation shall be paid. I understand and agree that DCHE’s total liability to me arising out of or in connection with this agreement shall not exceed the monies I have paid DCHE under it at the date any claim arises. I understand and agree that DCHE’s services and accommodation are provided with reasonable care and skill. I accept that DCHE’s services are provided "as is" only and that all implied warranties, conditions and other terms concerning DCHE’s performance of the services are excluded to the extent permitted by local factors. *I understand that it is my responsibility to make a representative of DCHE aware of any issues during my stay so that DCHE has the opportunity to resolve any issues, I accept that if I do not bring any issues to light till the end of my stay or after my departure, having used the service provided in good faith, I will have waivered any right to a refund*. I understand that BMVCCP is a no smoking zone that it is illegal to smoke inside or around any accommodation. I understand that I am responsible for my group, their knowledge of site rules & any damage caused by them. I agree that any fees resulting from damage or missing equipment can be charged to my card. I understand that BMVCCP welcomes families and couples and groups and agree that I will ensure all members of my party will abide by the site rule of “respecting other guests”, that we will play no amplified music outside our accommodation or designated activity areas, that we will not play amplified music in or outside after eleven at night. I understand that failure to comply could result in the group being charged the full balance due & asked to leave the site. I consent for photos containing members of my group to be used for marketing purposes & recognised in social media.

**Payment Details:**

In order to confirm a booking we require payment of a deposit. ***Please note a administration fee of £1.00 applies to all bookings & balances.*** Please charge the deposit& any monies owing to my MasterCard, Visa Credit Card, Visa debit card / Maestro account. **NOTE: Please PRINT numbers**

Debit Card No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Valid From:\_\_\_\_\_\_\_\_Expiry Date:\_\_\_\_\_\_\_\_ Issue Number:\_\_\_\_\_\_Security Code (Last 3 digits):\_\_\_\_\_

Print:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated:\_\_\_\_\_\_\_\_\_\_\_\_

**Booking, Arrival & Optional Service Information**

**Payments**

Bookings require a 50% deposit to be taken. To help spread the cost the balance is only due one week before arrival. Deposits are non-refundable. Please note that if you cancel a unit more than 20 working days before your arrival you will lose your deposit for that unit. Because enquiries for will be turned away once a unit is booked, cancellations less than 20 working days are required to pay the full balance if we cannot re-let the accommodation. Balances that are not settled a week before your arrival date will be subject to a Failure To Pay surcharge of 10%. ***Please note a administration fee of £1.00 applies to all bookings & balances.*** Guests are welcome to order additional fuel during their stay and this will be added to a bill for you to settle before leaving. Please ensure you give the booking name when ordering fuel.

**Arrival**

Please inform us of your estimated arrival time up to a day before you are due to arrive. On arrival continue along the tree lined drive and pass through the hedge, continue straight, along the drive past the wooden buildings and follow the drive round to the right. Turn immediately right in front of the 1 storey white building and our office is the wooden cabin on the right. Guest parking is in the reserved area cordoned off specifically for your use. Please feel free to visit the directions page of our website for images. <http://www.dorsetcountryholidaysandevents.co.uk/directions.php>

**Check -in**

Check-in is from 2pm on the day of arrival. The office is open till 5.30pm weekdays. We operate a lieu period till 6pm. If you wish to arrive after 6pm please book a late check-in. As a member of staff must be paid to stay overtime to welcome late check-in there is a small fee to cover this additional cost. Late check-in prices are:
 6-7pm £5 per accommodation unit 7-8pm £10 per accommodation unit 8-9pm £15 per accommodation unit

**Logs & kindling, charcoal & fire lighters**
All of our accommodation comes with a fire pit or chimenea which guests can use to burn wood. We also provide barbecues for your use. Please do not bring these in or near the accommodation as the carbon monoxide from fires can kill. Fuel is available on site for the following prices: Logs & kindling £7.99, charcoal and fire lighters £5.99. Please book these in advance and we can have your order waiting in your accommodation. Extra fuel can be purchased directly from the site services team.

**Dogs**

We cater for your dog as another guest. Each dog has a blanket and bowl to use while with us as well as some complimentary dog treats and a toy to keep!

A small fee of £17.50 applies for each pet in order to cover the extra cleaning required in case subsequent guests have allergies. This covers your whole stay.

**Daily gym pass**
Guests are welcome to use our onsite fitness centre as day members. A single session day pass is £8.00 per person. After a short Health and safety briefing guests are welcome to do their own work outs. The fitness centre is open to members from 1pm – 9pm weekdays, 9am – 1pm Saturday and Sunday. Please book your gym passes in advance and pay on the day of usage.

**Daily fishing pass**

Our fishing lake is stocked with roach, tench and carp. All fishers must have their own rod and licence. The lake is catch & release, no barbed hooks are permitted. A daily fishing pass is £5 per person and can be purchased on the day from the main building. Please keep this with you to present to our water bailiff when asked to show your fishing pass.

**Clay Shooting**

We are pleased to offer guests the opportunity to try clay shooting with a local instructor. This is in the local area off site. Please feel free to request more details on this service. Clay shooting is paid directly to the instructor.

**Bunting & Games Hire**
To make your stay a little more magical we offer traditional cloth bunting which can decorate either already adorn your accommodation on arrival or you can decorate yourself. We also offer a variety of garden games which can be hired for ½ a day including Quoits, Giant Jenga, Giant pick–up sticks & Croquet. To ensure availability please book bunting & games one week before arrival. Bunting is £3.50 per 3m rope per weekend (2 days) stay. All garden games are £5 per half day. Breakages or missing parts charged for individual items where possible or full game where not. Damages charged at replacement cost of a 3 meter string = £7. Guests are responsible for ensuring bunting is not left out in the rain.

**Bedding**

We pride ourselves on providing cost effective luxury glamping accommodation. To this end guests are given an option on bedding. If guests are on a tight budget they are welcome to bring their own bedding and bed linen. Alternatively we can supply this for you. Bedding includes an under sheet, duvet and duvet cover, pillows and pillow covers. There is a small per stay charge to cover the cost of laundry and dry cleaning. Single bedding is £12.50 per stay, double bedding is £17.50 per stay.

**Bath Linen**
In order to keep our cost per glamping unit low guests are welcome to bring their own bath linen if they wish. We can also supply bath linen for you if you prefer. Bath linen includes a bath towel and a hand towel. There is a small per stay charge to cover the cost of laundry of £5 per bath linen set per stay.

**Check-out**

Check-out is by 10 am on the day of departure. Late checkout is available on a per unit basis at an hourly rate till 12 noon, subject to availability. Guests are welcome to request this service in advance of arrival which will be confirmed and charged a week before arrival. Late check-out prices are:

10-11am £5 per accommodation unit 11-12 am £10 per accommodation unit

If your accommodation has a toilet provided please remember to empty the toilet before departure. Please note that un-emptied toilets incur a £75 Health and Safety charge for disposal of human effluence.

**Damages, missing equipment & fair usage**Each accommodation unit comes equipped with cutlery & crockery to match the number of occupants in the accommodation. Please ensure each unit is left as you found it with all cutlery and crockery washed and keys returned to the office. Missing items will be charged to the card details you have supplied. Each unit comes with a gas stove and 15kg gas bottle. On average a single 15kg gas bottle will last over 2 months. We are happy to supply one additional bottle free of charge. If you use more than this during your stay you will be asked to pay for replacements.