



BOOKING TERMS & CONDITIONS

We strongly recommend that you are protected for cancellation by travel insurance prior to making a booking.

MAKING A BOOKING

You must be 18 years of age or over to book accommodation at Yggdrasil Treehouse, Ursa Bear Cabin or Little Poro. Thank you

The maximum number of guests is two adults per accommodation. Unfortunately, we cannot accept children or pets for safety reasons.

All bookings via our online reservation system should be treated as provisional until you receive confirmation from us via email. To secure your booking a non-refundable deposit of 25% (or full payment) of the cost of your stay is required. Bookings must be paid in full 8 weeks before your arrival date. If your booking is less than 8 weeks from the date of your stay the full cost of your stay is required.

When you submit a booking and payment via our online reservation system you will be requested to read and accept these terms and conditions of booking. You will receive an automatically generated booking confirmation and payment summary by email to the email address you provided at the time of booking. This booking confirmation email forms a contract between you and Harebelles Limited.

If the full balance is not paid by the due date Harebelles reserve the right to re-let your accommodation your deposit will be non-refundable.

Our prices featured on the website are not binding. We reserve the right to modify these prices at any time. The price stated on your booking confirmation email is binding.

Harebelles Limited reserve the right, without statement of reasons, to refuse or cancel a booking.

Please note visitors to site/s are not permitted unless previously agreed by Harebelles Management

ARRIVAL & DEPARTURE TIMES

Your accommodation will be ready by 3.30pm on the day of arrival and must be vacated by 10.30am please on the day of departure.

CANCELLATIONS

Any cancellation must be in writing via email and will only be effective once we send written confirmation of the cancellation to you. Please see REFUNDS section for your entitlement to refunds.

When we confirm your cancellation in writing we will provide you with details of what (if anything) is owing to you and any deductions we have made. (Please note cancellations made within 8 weeks of arrival will be subject to the terms and conditions as shown below in our refunds section).

We strongly recommend that you take out holiday insurance at the time of making the Booking with cancellation cover. Whilst we allow you to cancel your Holiday, we cannot guarantee that we will be able to refund any part of the payments you have already made.

If you are unable to travel to the treehouse for any reason, or do not arrive on the day of Check-in without notifying us, this will be treated as a cancellation.

REFUNDS

If your dates are resold you will be entitled to a refund of all payments you have made to us minus:

(1) any reduction in the value per night of the new booking compared with the rate charged to you for your stay nights; and

(2) a £50 cancellation charge.

If your dates cannot be rebooked then:

If you cancelled Eight weeks or more prior to the check-in date

- We will retain the deposit you paid at the time of booking.

Less than eight weeks to the check-in date

-We will retain all payments made and you will be liable for any outstanding balance payment.

If you are unable to travel due to personal illness (e.g. Coronavirus or other sickness), our cancellation policy will apply.

In the unlikely event that we need to cancel your holiday, we shall inform you as soon as possible and refund all monies paid to us, by you within 14 days.

EXPECTED GUEST BEHAVIOUR

It's important to us that all our guests enjoy a peaceful and relaxing stay. Yggdrasil and Ursa bear are located on the edge of the pretty and quiet village of Morebath, this a remote and peaceful location in the countryside and our guests choose to stay with us because they are seeking to retreat, relax and unwind. To keep this peaceful tranquillity, we operate a quiet policy from after 11pm to 7am please. Please respect the other guests and nearby neighbours.

After 11pm, the only sounds you should be able to hear are the owls hooting and the sound of deer rustling through the woods, as you star gaze.

In exceptional circumstances, we reserve the right to ask your party to leave if there is repeated noise after having received two warnings. As you will have breached the terms of your contract with us, no refunds will be forthcoming.

Drugs or prohibited substances are not permitted on site, at any time.

The flying of drones is totally prohibited.

Due to our insurance conditions, visitors are not permitted at any time.

Please note:

We supply a hammock, sun loungers, hot tub, outside bathing tubs and a firepit (depending on your selected accommodation) You use these entirely at your own risk and must use them in an appropriate and safe manner;

We accept no liability for injury as a result of using this equipment inappropriately or whilst under the influence of alcohol.

You must not use any of these under the influence of alcohol or drugs.

CLEANING, DAMAGE & BREAKAGES

Please kindly leave your accommodation tidy and let us know if anything gets broken so we can replace it for our next guest. Accidents happen and we will only charge for replacements in exceptional circumstances. If the damage is directly attributable to the guest, then we reserve the right to request payment to cover all damages incurred directly during your stay.

All cleaning, under normal circumstances is included as part of your stay. If additional cleaning is required, including washing up, additional cleaning of the interior or fixtures and fittings then Harebelles Limited reserve the right to charge for this work at a rate of £15 per hour which will be invoiced to guests following their stay.

Guests will be charged for any item(s) that are removed or lost from the accommodation.

COMMERCIAL USE OF THE PROPERTY

Our properties are rented to you for purely non-commercial leisure purposes. Filming, photography or other commercial uses including influencers/blogger content creation must only be done with prior authorisation from Harebelles. Additional charges may apply for commercial use.

SMOKING

Smoking is not permitted inside any of our properties or on the outside on any wooden decked areas/outside Kitchen due to health and safety/fire risk. Smoking is only permitted in designated outside areas. Yggdrasil – on the patio area by the BBQ. Please dispose of cigarettes carefully in the metal bin provided. Ursabear- designated area by the firepit. Little Poro – by the firepit.

CANDLES

Due to the high fire risk, the use of candles and tea lights, are not permitted in any of our properties, at any time. We supply battery operated imitation candles which create the same effect, and you will always find spare batteries on hand. Please do not light any real candles thank you.

FIREWORKS & CHINESE LANTERNS

Due to the high fire risk with wooden structures, the use of fireworks, sparklers and Chinese lanterns are not permitted across the entire sites at any time.

FIRE PIT & BBQ AREA

A purpose-built fire pit and seating area is provided for outdoor cooking and camp fires. Please keep camp fires to the designated fire pit area and do not light fires anywhere else on the site. Only use the fire wood provided in the wood store. Please do not collect branches and twigs from the surrounding woodland as much is set aside as wildlife habitat.

CARS & PARKING

There is parking for one guest vehicle only. Should you wish to bring more than one vehicle you must notify Harebellies at least 7 days in advance who will advise where to park the additional vehicle. No more than 2 vehicles are permitted at any time.

SERVICE UTILITIES

Should there be a failure in a utility service (e.g. water, heating, electricity, sewerage) please notify us immediately and we will aim to restore the service as quickly as possible. However, should any utility service failure extend beyond a 12 hour period from notification, for your health and safety reasons you will be asked to leave the accommodation and your accommodation fee for the duration lost will be fully refunded or you will be offered to re-book for another time, subject to availability.

EXTERNAL LIGHTING

All our properties are located in rural locations, with Ursabear and Yggdrasil all close to Exmoor National Park which has dark sky status, with this in mind our outside lighting is kept to a minimum with soft lighting sensors designed to provide maximum guest comfort and convenience whilst respecting the surrounding natural environment and its native inhabitants.

Please note there is no pathway lighting to the treehouse or Ursabear from the car parking area, just sensor lights, torches are provided in all units, and we encourage guests to arrive before dark for this reason.

RECYCLING & THE ENVIRONMENT

We have provided recycling bins for recyclable waste and ask that you recycle as much as possible.

PERSONAL PROPERTY

Harebelles Limited will not be held responsible for any loss or damage to any property on our premises. Vehicles, accessories, and contents are left at the owner's risk. It is recommended that your holiday insurance covers loss or damage to personal effects.

EXTREME WEATHER

Harebelles Limited take no responsibility for guests who are unable to stay due to extreme weather or traffic conditions (e.g. snow, flooding, high winds, road traffic accidents/congestion, train delays, etc.). If a guest is unable to reach us due to adverse weather conditions or travel issues, you will lose your full payment and an alternative date will not be offered. Please ensure you have full holiday / travel insurance to cover such eventualities.

However, If we make the decision to cancel your stay for safety reasons due to extreme weather (snow or high winds), we will offer you an alternative date, subject to availability.

FORCE MAJEURE

Harebelles Limited accept no liability for events prior to or during your stay totally beyond our control, e.g. destruction of property due to flood, fire, earthquakes or acts of nature; or if the property becomes uninhabitable due to irreparable damage or on Health & Safety grounds that could not reasonably have been foreseen. In such instances, refunds will be at our discretion.

HAREBELLES LTD RESERVES THE RIGHT TO CHANGE OR AMEND THESE TERMS AND CONDITIONS AT ANY TIME.