

BOOKINGS

All bookings are provisional until confirmed in writing.

Bookings are only secure on receipt of deposit. Your balance is due EIGHT weeks prior to your visit.

It is a condition of your booking that the total number in your party should not exceed the capacity of six people per yurt or two people per shepherd's hut. If you have extras, please call us.

ARRIVAL AND DEPARTURE

Your Yurt or Shepherd's Hut is available from 3pm on the day of your arrival.

If you plan to arrive after 8pm then please let us know.

On the day of your departure, you will need to leave the site by 10am. Staff may be in the area from 8.30am.

NOISE

Sound travels a long way in the countryside and, in a bid to protect the peace and quiet of the valley, we are strict about noise particularly outside at night.

- Please keep noise to a minimum during your visit.
- Sound systems are not permitted on our site at any time, inside or out.

If any of the above might limit your holiday requirements then please do not book.

PETS

If you are bringing a pet we insist that you have public liability insurance that covers their actions. You might find that this is already part of your household contents insurance.

You may bring dogs and pets to Meon Springs, however it is your responsibility to keep them under control and to clean up behind them.

GENERAL CLEANLINESS AND TIDYNESS

We ask that you leave our facilities as you find them and during your stay. Please remove outdoor footwear when in your yurt and shepherd's hut. Please pay particular attention to cleaning up behind you in your yurt, the yurtery and your shepherd's huts.

SAFETY

We do our very best to provide a safe environment. However, you are responsible for your own and your family's safety at all times.

Never leave children unattended in a yurt.

Always supervise children around hot stoves and camp fires.

All yurts, huts and facilities are non smoking.

You can find a complete Health and Safety Guide [here](#)

RESPONSIBILITY

We cannot accept liability for any personal injury loss or damage which may be sustained by your party or their guest or their property during your stay except where it arises from the negligence or wilful default on our part.

You will be held responsible for any serious damage done or loss sustained to property during your stay.

LOST PROPERTY

Any property left behind will be returned by post on request only.

All lost property will be kept until the end of the season and then disposed of.

WHEELCHAIR/DISABLED PERSONS

If you have a person in your party with any special requirements, please tell us at the time of booking and we will make arrangement to help.

CANCELLATION

If you need to cancel, please contact us immediately.

If we can re-let your accommodation, we will refund you in full.

If cancellation is more than eight weeks prior to your stay, you will forfeit the deposit only.

Cancellations within eight weeks will incur the full cost of the holiday.

If cancellations are made as part of a group booking then all the accommodation still needs to be paid for in full.

To mitigate any risk of cancellation, please ensure you have suitable travel insurance.

VARIATION TO CANCELLATION IN TIMES OF PANDEMIC

If we are closed due to government policy or guidelines, we will offer a full voucher or refund for the booking.