



TERMS & CONDITIONS

MAKING A BOOKING

You must be 18 years of age or over to book accommodation and stay at The Hudnalls Hideout.

The maximum number of guests in the accommodation is two adults.

All bookings via our online system should be treated as provisional until you receive confirmation from us via email. To secure your booking a non-refundable deposit of 30% (or full payment) of the cost of your stay is required. Bookings must be paid in full 8 weeks before your stay. 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 via our online reservation system you will receive an automatically generated booking summary by email to the email address you provided. This automated email does not form a contract between you and The Hudnalls Hideout. A contract will be formed when The Hudnalls Hideout sends you a booking confirmation letter via email or post.

If the balance is not paid by the due date The Hudnalls Hideout reserves the right to re-let your accommodation and retain the deposit.

The prices featured on the website are not binding. We reserve the right to modify these prices. The price stated on the confirmation invoice is binding.

The Hudnalls Hideout reserves the right, at all times, without statement of reasons, to refuse or cancel a booking. It is strongly recommended that you are protected by holiday/travel insurance prior to making your booking.

ARRIVAL & DEPARTURE TIMES

Your accommodation will be ready by 2pm on the day of arrival, and must be vacated by 10am on day of departure.

Due to the remote woodland location of the treehouse and lack of external path lighting (for our local wildlife), we encourage you to arrive before 5pm / darkness in winter. If you



anticipate that you will arrive after dark, you must notify us at least 7 days in advance with your arrival time and keep us updated if you are delayed on your journey to us

All arrivals must be before 9pm, all year round.

CANCELLATIONS & REFUNDS

If you cancel within 8 weeks of your arrival date, we will endeavour to re-let your accommodation. If we are unable to do so, then regrettably we will be unable to refund any monies paid.

Should you cancel prior to this date, we will refund any monies paid, less your deposit, or reschedule your stay for another date.

An administration fee of £50 will be charged in this instance.

We recommend that you have appropriate holiday insurance cover in place. 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.

GUEST BEHAVIOUR & NOISE

It's important to us that all our guests enjoy a peaceful and relaxing stay with us. The Hudnalls Hideout is in a quiet, remote location in the countryside and guests choose to stay with us because they are seeking to retreat, relax and unwind. To keep this peaceful tranquility, we do not allow any music or radios outside of the treehouse.

After 11pm the only sounds you should be able to hear are the owls hooting in the woods, the sound of trees rustling as you star gaze. If you want to party until 2am around the camp fire, then The Hudnalls Hideout really isn't the right location for you.

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.



CLEANING, DAMAGE & BREAKAGES

Please leave your accommodation tidy and let us know if anything gets broken so we can replace it for our next guest. We will only charge for replacements in exceptional circumstances, as we expect a fair degree of wear and tear. If the damage is directly attributable to the guest, then we reserve the right to request payment of up to £500.

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 The Hudnalls Hideout reserves the right to charge for this work at a rate of £15 per hour. The Hudnalls Hideout reserves the right to deduct this payment from your security deposit or invoice guests following their stay.

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

DOGS / PETS

Sorry we do not allow pets of any type at The Hudnalls Hideout. Our woodland is home to fallow deer, badgers, foxes, and other wild animals and neighbouring fields contain horses and livestock which can be scared by straying dogs.

SMOKING

Smoking is not permitted in the treehouse building or outside on any wooden decked areas. Smoking is permitted at ground level but please extinguish cigarette butts fully in the sand container provided and dispose of them responsibly.

CANDLES

Due to the high fire risk with a wooden structure, the use of candles and tea lights, are not permitted in treehouse building or the raised wooden deck area, at any time.

FIREWORKS & CHINESE LANTERNS

Due to the high fire risk with a wooden structure, the use of fireworks, sparklers and Chinese lanterns are not permitted across the entire site, 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 area and do not light fires anywhere else on the site. Only use the fire wood and charcoal provided in the wood store. Please do not collect branches and twigs from the surrounding woodland as much is set aside as wildlife habitat. Use of the fire pit can be dangerous and is at the user's own risk.

We supply a half bag of sustainable charcoal for cooking and wood suitable for the fire pit for your stay. If you require more charcoal this can be purchased on site. Additional fire pit wood is free of charge and available on request. We strongly advise that you use charcoal for cooking purposes on the fire pit as it works best.

SERVICE UTILITIES

Should there be a failure in a utility service (e.g. water, heating, electricity, sewerage) please notify The Hudnalls Hideout management 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

The Hudnalls Hideout is situated in an Area of Outstanding Natural Beauty (AONB) and it has been carefully 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 from the car parking area. A rechargeable lantern(s) are provided for your convenience and we encourage guests to arrive before dark for this reason.

At dusk, we kindly ask that you close the blackout curtains and blinds and external lights are switched off (if not in use for your safety), to minimise the impact of lighting on the nocturnal wildlife, such as bats.



RECYCLING & THE ENVIRONMENT

We have provided a recycling bin for recyclable waste and ask that you recycle as much as possible. Welcome information in the treehouse will advise what is recyclable locally for your convenience and to reduce your stay's impact on the environment.

SAFETY

The Hudnalls Hideout provides a unique glamping holiday experience in a woodland area and a natural environment. This environment presents inherent risks, and these form part of the glamping experience you are entering into when you stay at The Hudnalls Hideout.

The Hudnalls Hideout is situated in an ancient woodland, which borders an area designated as an SSSI (Site of Special Scientific Interest – The Hudnalls Woods) and an area designated AONB (Area of Outstanding Natural Beauty - The Wye Valley). The site landscaping and guest areas at The Hudnalls Hideout have been left deliberately untouched and wild to protect the native plants, trees and wildlife.

You are reminded of the higher degree of risk a woodland environment presents and you should take appropriate and reasonable care for your safety and the safety of others at all times. This includes wearing suitable clothing and footwear for the terrain and weather conditions during your stay. You are fully responsible for your own safety at all times.

PERSONAL PROPERTY

The Hudnalls Hideout will not be held responsible for any loss or damage to any property on The Hudnalls Hideout 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.



ACCESS, CARS AND PARKING

The Hudnalls Hideout has a narrow access track from the main road to the car parking area. The narrowest point is 2.3 meters wide. Please drive slowly and carefully on the track (maximum speed 5mph) and be considerate of neighbouring properties on your arrival and departure from the site.

Be mindful that walkers with dogs and wild animals, specifically wild deer, also use the track.

Please note the access track is unsuitable for low slung sports cars or very large 4x4 / vans or campervans.

We will ask you at the time of booking for the make and model of vehicle you intend to arrive in and notify you if we have any concerns regarding access.

In adverse weather conditions involving excessive snow or ice, it may not be possible to get your vehicle down to the parking area. In such circumstances The Hudnalls Hideout will advise where to park your vehicle.

There is parking for one guest vehicle only. In the event that you wish to bring more than one vehicle you must notify The Hudnalls Hideout 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.

Please note that the treehouse is approximately a 5 minutes' walk (100m) from the parking area. There is no road access or parking next to the treehouse.

EXTREME WEATHER

The Hudnalls Hideout holds no responsibility for guests who are unable to attend the treehouse 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 The Hudnalls Hideout 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.

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

The Hudnalls Hideout 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 the discretion of The Hudnalls Hideout management.

**THE HUDNALLS HIDEOUT RESERVES THE RIGHT TO CHANGE OR AMEND
THESE TERMS AND CONDITIONS AT ANY TIME.**