TERMS & CONDITIONS

These terms and conditions, as may be amended from time to time, apply to all our services directly or indirectly (through distributors) made available online, through any mobile device, by email or by telephone. By accessing, browsing and using our (mobile) website or any of our applications through whatever platform and/or by completing a reservation, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below (including the privacy statement).

These pages, the content and infrastructure of these pages, and the online reservation service (including the facilitation of payment service) provided by us on these pages and through the website are owned, camp stead ltd with a payment platform of stripe and are provided for your personal use subject to the terms and conditions set out below

"the boutique glamping hotel" “jubilee barn”, "us", "we" or "our" means Jubilee Barn limited, a limited liability company incorporated under the laws of England, and having its registered address at Jubilee Barn, Astwell, Helmdon, NN13 5QX. "Platform" means the website and mobile version is made available owned, controlled, managed, maintained and/or hosted by jubilee barn ltd. "Trip" means the various travel products and services that can be ordered, acquired, purchased, bought, paid, rented, provided, reserved, combined or consummated by us.

"Trip Reservation" means the order, purchase, payment, booking or reservation of a Trip.

Jubilee Barn limited is a separate company to Silverstone f1 We have no relationship with them apart from good will and mutual respect. We are to be known as two separate events.

1.Bookings

Jubilee Barn handles bookings from persons over 18 years of age (and over 21 years of age for all-adult groups). We reserve the right, without giving reasons, to refuse a booking. When you submit your booking through the online reservation system you will receive an automated booking summary e-mail, to the e-mail address provided. Please check the e-mail for any errors. The automated e-mail does not form a contract between you and Jubilee barn. A contract will be formed when Jubilee barn sends you a booking confirmation letter via e-mail or post. Any issues must always be notified by email or telephone within 7 days following the receipt of the booking confirmation letter or before the start of your stay if that occurs within 7 days.

 If you have any queries regarding group bookings, please call Jubilee Barn 07528343881

\*'Group' booking means more than one accommodation unit for a family/friend’s group. \*\*'All-adult' booking means more than one couple in an accommodation unit.

2. Damages / Breakages / Cleaning

For damages or breakages: Guests are advised to check the accommodation unit/s for any damages or breakages found at the beginning of their stay and to inform Jubilee Barn of any that they find. Please 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 degree of wear and tear. If damage is directly attributable to the guest, then we reserve the right to request payment of up to £100.

For extra cleaning: Guests are reminded that they must leave the property in the same condition as when they arrived, remove all food items and personal belongings. Return any moved inventory items to each accommodation unit or they may be liable for extra cleaning costs. If the accommodation unit is not left in an acceptable condition and Jubilee Barn has to carry out extra cleaning above and beyond what they would normally expect this will be charged at £15 per individual staff hour. Jubilee Barn reserves the right to invoice guests following their stay.

3.Prices

The prices on the Jubilee Barn website are not binding and Jubilee Barn reserves the right to modify these prices. The price stated on the booking confirmation letter (sent after automated booking summary) is binding. Special offers and/or discounts cannot be used after you have booked your stay.

 4.Payments & Cancellations

Deposits 50% made by Stripe on our website are due immediately upon booking.

Full payment must be made within 8 weeks before the start date of your holiday.

Jubilee Barn will send you a reminder of any outstanding balance 8 weeks before the start date of your holiday. If balances have not been paid within 14 days after the date of the reminder letter, Jubilee Barn is entitled to unilaterally annul the agreement and retain the 50% deposit as cancellation compensation.

5.Cancellation Policy

Jubilee Barn reserves the right to cancel a booking with in 48hrs of booking.

Jubilee Barn reserves the right to cancel a booking due to unforeseen circumstance. eg weather, bereavement, damage to accommodation. We will always give as much notice that we can.

i. In the event of a cancellation more than 10 weeks before the commencement of the stay you will receive a full refund

ii. In the event of cancellation less than 10 weeks before the start of the stay, 50% booking amount will be payable.

iii. if cancellation is less than 5 weeks full payment will be needed.

iii. If your stay is terminated early, the entire booking amount is payable.

Making Alterations

If you decide to make a major change to your booking, we may charge a fee. We are not obliged to make any changes to the holiday after the booking has been confirmed, unless you wish to add packages to your holiday, subject to availability, add a booking, or move your holiday to a more expensive period.

6.Cancellation of event

We shall only be required to refund with the Face Value of the relevant Ticket, in the following circumstances: a)if the Event is cancelled before the Event has started; b)if the Ticket is for an Event which is postponed before the Event has started and the Event is rescheduled to another date, whether at the Venue or at a different venue; c)if the Ticket Purchaser is otherwise entitled to a refund under applicable law.

If the Event is postponed before the Event starts and the Event is rescheduled the Ticket Holder may elect to either: a)use the existing Ticket for the rescheduled Event if the Event is rescheduled for another date but at the Venue; or b)if the Event is rescheduled to a different venue and there are insufficient Tickets available, or the Ticket Holder is unable to attend any rescheduled Event (whether at the Venue or at a different venue), the Ticket Purchaser shall be entitled to apply for a refund.

We shall not be required to refund any fees or charges paid in addition to the Face Value of the Ticket (for example, any Handling Fee or postage or courier charges) except where required by applicable law. No interest or costs will be payable in respect of any monies refunded.

If Our event is cancelled and The main event (Silverstone Grand Prix) is not. We will not be held responsible for Silverstone ticket costs, nor responsible for finding other accommodation.

If we initiate a refund process under of these Conditions, the Ticket Purchaser will be advised of the process and the prescribed deadline for refund applications through the media or via direct communication within 10 working days of the cancellation or rescheduling of the Event. The Ticket Purchaser must follow the prescribed process and deadline and produce the original Ticket in order to be eligible for a refund. We shall not be required to issue a refund in relation to any Ticket which it reasonably believes has been the subject of a sale, transfer or disposal in breach of any of the above conditions. Promotions, deals or discounted offers are provided at our discretion. All such offers are subject to availability and may be withdrawn by us at any time. Retrospective refunds are not permitted against any offer or promotion advertised after a booking is made.

7. Arrival and Departure

Jubilee Barn Glamping:

You have access to your accommodation from 3.00 pm on the day of arrival. On the day of departure, you must vacate your accommodation by 10.00 am, leaving your accommodation clean and tidy.

Please note that the advised check-in time is between 3.00 pm and 7.00 pm. The check-in times are for your own interest to allow you time to unload your luggage and be shown the accommodation before dark. Should you be unavoidably delayed, please contact Jubilee Barn at the numbers listed in the Welcome Pack and the travel directions.

The Boutique Glamping Hotel:

You have access to your accommodation from 12.00 noon on the day of arrival. On the day of departure, you must vacate your accommodation by 12.00 noon, leaving your accommodation clean and tidy.

Please note that the advised check-in time is between 12.00 pm and 9.00 pm. The check-in times are for your own interest to allow you time to unload your luggage and be shown the accommodation before dark. Should you be unavoidably delayed, please contact Jubilee Barn at the numbers listed in the Welcome Pack and the travel directions.

8.Pets

No Pets aloud.

9.Site Regulations

In order to make the stay at Jubilee Barn as pleasant as possible, all guests must keep to rules of behaviour listed here, behaving in a considerate and safe manner to all people and animals onsite. To respect fellow glampers we ask that there are no high noise levels after 9.00 p.m., with all noise to stop by 11.00 p.m. We do not allow amplified music or drumming.

If you are in an accommodation with a Kadai fire bowls, all bowls must be kept within the designated areas and at a minimum of 4 metres from your accommodation, and only wood provided/purchased from the Wood Store or brought in by guests can be used for wood burning cookers/Kadai fire bowls. Please do not collect any wood from the wildlife site for burning. Fireworks and sky lanterns are not allowed as they pose a risk of fire and are a danger to livestock.

We hope you love the natural environment as much as we do! We ask that you consider the Countryside Code including the following:

* Leave gates as you find them, closing a gate if found closed.
* Keep to public footpaths when not on the wildlife site.
* Do not walk across crops (this includes long grass).
* Do not walk in to a field with live stock, we will not be held responsible for any injury caused.
* Leave no trace on the land.

We provide a variety of bins in your accommodation and at the car park.

If the Site Regulations are breached, in serious circumstances, we may ask you to terminate your stay without a refund. Jubilee Barn reserves the right to make alterations to the set-up and opening hours of the facilities and supplies on the farm.

Please note that essential maintenance activities may be carried out on the or to accommodation during your stay without you being entitled to any compensation. Liability

10. Liability

Jubilee Barn accept no liability for:

i. theft, loss or damage, of whatever nature, during or as a result of a stay.

ii. any defect or out of action equipment and loss or closure of supplies.

During ‘The Boutique Glamping Hotel’ we do have on site security for the safety of you and others and they will be based at the main entrance and will have their presence shown around the site. Our security will be in legislation with the law.

If the Police should choose to come to site, we will allow them any access that they require with in compliance of the law.

Guests are responsible for any losses and/or damage which occurs as a direct or an indirect consequence of their stay, irrespective of whether any losses and/or damages are caused by themselves or by third parties who are at Jubilee Barn.

If you leave your accommodation in an inappropriate condition, additional costs can be charged to you.

 11.Force Majeure

Jubilee Barn cannot be held liable if, through Force Majeure, the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Jubilee Barn, including threat of war, blockades, fire, floods, staff strikes, and other disruptions or events.

12.Complaints Procedure

We take great care to ensure you have an enjoyable stay at Jubilee Barn however if you have a complaint during your stay please contact the site manager as soon as possible. If a genuine complaint is not settled to your satisfaction, then you can write to Jubilee Barn within 14 days of your departure.

13.Risks

You will be staying at a farm with animals and potentially dangerous farm equipment amongst other hazards. Also please be aware that some of the guest equipment, including the BBQs, gas stoves and wood burning ranges may be dangerous if misused. Jubilee Barn is not responsible for accidents (to the greatest extent permitted by law). We recommend you take out travel insurance against the risk of accidents and your stay being terminated early.

14.Day Visitors

You can have day visitors during your stay, but you must inform the site manager. Day visitors are not permitted to stay overnight.

During ‘The Boutique Glamping Hotel’ all visitors will be asked to pay for day/evening tickets to the event and asked to have the left the premises by no later than 12 midnight, If found to be staying longer than authorised there will be a charged. Security is high this weekend and If found without relevant wrist bands will be asked to leave and may be charged.

15.For Persons staying by invitation of Jubilee Barn Limited.

All articles written about Jubilee Barn Limited are to be seen first. We will not except any hostility or ‘un fair’ comments towards us as you have invited to stay with us in good faith.

b) The Boutique Glamping Hotel.

Your entitled to accommodation for 3 nights for Silverstone Grand Prix Weekend, dining at any of our vendors and complimentary drinks for the whole weekend. This is Only for the people staying by invitation, with the relevant wrist bands, you will be asked to pay for drinks/food being supplied for other Guests staying at ‘The Boutique Glamping Hotel’.

We will supply free Mercedes shuttle bus to and from the circuit or a private car can be arranged.

Media Requirements for invitation to ‘The Boutique Glamping Hotel’

PRE SILVERSTONE-GP WEEKEND: Positive quotes (and approved images) to support our awareness campaign (press releases and social media)

DURING THE WEEKEND:

* Supportive quotes for media use
* One on-site photographic opportunity
* One on-site short radio or TV appearance

POST WEEKEND: Supportive quotes to aid 2020 PR campaign.

Participation in a travel article if required (any fee to be paid to you)

If for any reason the event is cancelled please refer to condition 5. However, if you are staying in Our original accommodations of Jubilee Barn (Yurt Nuru or Seren Wagon) you will still be able to stay with us for the weekend under Jubilee Barn terms and conditions at no additional charge. All activities; shuttle; food vendors; bars, will not be available if ‘The boutique Glamping hotel’ is not present.

General

Your contract partner is Jubilee Barn Ltd. We are not bound by any printing errors.