

1. Bookings and payments

The dates of your booking will be held for 1 hour prior to receipt of payment or entry of a valid voucher code. We reserve the right to sell this holiday without further notice after this period.

On receipt of your payment, or a valid voucher code/number, confirmation will be sent to the email address provided in the booking form, stating the details of your stay. If you have not received your booking confirmation within 48hrs, please let us know as soon as possible.

Payments can be made via credit/debit card - online or over the phone. If you wish to pay by cheque or bank transfer, please contact us for further details at treehouses@living-room.co

living-room accepts bookings from persons over 18 years of age.

living-room reserves the right, at all times, without statement of reasons, to refuse a booking. When you submit a booking via our online reservation system you will have read and accepted our terms and conditions - and this forms a contract between us.

2. Prices

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

3. Rental of living-room treehouses

The following is included in the rental price of any living-room Treehouse:

- Rental of a treehouse
- Bed linen and duvets
- Logs for the wood burning stove
- Toilet rolls and general kitchen consumables e.g. cooking oil, salt, pepper
- Lanterns and candles
- Eco friendly cleaning products, shampoo and soap Please do NOT bring any anti-bacterial soaps, shampoos, or cleaning products onto site. Due to being surrounded by farm livestock, no dogs are allowed.

4. Arrival & Departure

Check-in time is between 3pm and 4pm. We will meet you on arrival. Please try not to arrive later than 4pm. Please vacate your treehouse by 11:00am on the day of departure unless otherwise agreed. If you are unable to arrive at between 3pm and 4pm please contact us before booking.

5. Cancellations

Cancellation by you at any time will result in a cancellation fee of £100 being forfeited. All monies paid for a holiday are non-refundable within 12 weeks of your arrival date.

However, if you do need to cancel your holiday within 12 weeks of your arrival date, then trust that we will try to resell your dates and, if successful, we will offer to move your holiday to any available stay within the following 36 months.

For voucher bookings please refer to your voucher providers terms and conditions.

As with any holiday, we recommend you take out holiday cancellation insurance to cover any losses.

6. Force majeure

Force majeure on the side of living-room exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of living-room, including threat of war, staff strikes, blockades, fire, floods, storms, medical emergency and other disruptions or events. In the event that your living-room holiday needs to be cancelled at short notice, the company will undertake to offer a range of alternative dates if possible. The company does not undertake to offer refunds in the instance of Force Majeure.

7. Guest Conduct

Guests undertake to behave in a proper, appropriate and legal manner with due respect to the owner, the property, other guests and their property. If any guest behaves inappropriately, improperly or illegally, living-room reserves the right to ask the guest and their party to leave the site before the end of the holiday.

Any refund will be at the discretion of the owner. living-room will be the final judge of any of the above.

In the case that a property is left in poor condition including, but not restricted to, damage to the fabric of the building, breakage of and/or damage to contents, living-room retains the right to invoice the guests for losses incurred.

8. Liability

Visitors are asked to take care at all times while on site. living-room accepts no liability for accident, loss of property or personal injury incurred on site.

9. No Smoking Policy

living-room operates a strict NO SMOKING POLICY inside any of our accommodation. Anyone smoking on the site is responsible for disposing of their cigarette butts in a bin and not littering.

10. Complaints

In the event that you have any complaint about your stay, please notify Living Room as soon as possible and we will make every reasonable effort to resolve the issue as soon as possible

11. Authority to Sign

The person who accepts the terms and conditions on the Booking Form certifies that:
a). He or she is authorized to agree the Terms & Conditions on behalf of all persons in the party. b). He or she is over 18 years of age c). They agree to take responsibility for the party occupying the accommodation.

Please ensure that you and your party:

- Come prepared with appropriate footwear (wellies or sturdy boots/shoes for outdoors, and slippers or flip flops for inside the Treehouse, on the decking and in the shower)
- Put all rubbish in the appropriate waste or recycling bins
- Adhere to the Countryside Code <https://www.gov.uk/government/publications/the-countryside-code>
- Parents must ensure that their children are safe, well behaved and accompanied at all times.
- Keep noise to a minimum after 9pm.
- Let us know about any damage or breakages, accidents happen, but more serious damage may need to be charged.
- Be careful with all fires.
- Do not light any fire other than in the provided wood-burning stoves.
- Do not leave any fire unattended, and try to be reasonable with the amount of wood you use.
- Do not use any lanterns or lights with naked flames other than those provided by living-room.

12. Terms and Conditions updates

The Company reserves the right to change these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted here immediately. Please check the latest information posted herein to inform yourself of any changes.