Guest Booking Terms and Conditions

Nine Yards Bell Tents Ltd · Company no. 14888131 · VAT no. 443978061 · info@nineyardsbelltents.co.uk · 07368 328682 · nineyardsbelltents.co.uk

These terms apply to guests staying at Nine Yards Bell Tents' own event sites, including the Isle of Man TT (Douglas and Castletown), Henley Royal Regatta, Lytham Festival and The Open. If you hire tents or beds from us for your own event, our Installed Hire or Dry Hire Terms and Conditions apply instead.

1. About us

1.1 These terms are between Nine Yards Bell Tents Ltd, a company registered in England and Wales (company number 14888131), registered office 7C Hanham Hall, Whittucks Road, Hanham, Bristol BS15 3FR, VAT number 443978061 ("we", "us", "our"), and you, the person making the booking.

1.2 You can contact us at info@nineyardsbelltents.co.uk.

1.3 These terms apply to stays at our own event sites. If you hire tents or beds from us for your own event, our Dry Hire or Installed Hire terms apply instead.

1.4 In these terms, **House Rules** means the site rules we issue for a particular site. **You** includes everyone staying under your booking, and you're responsible for them keeping to these terms. **Event**, **our site** and **next edition** have the meanings in clause 11.

2. Your booking

2.1 You can book online or by email. We don't take bookings by phone, and we don't recognise verbal arrangements.

2.2 Your contract with us is these terms, your booking confirmation and the House Rules for your site.

2.3 Prices are per tent, per night and include VAT. Each tent sleeps up to 4 people. Any minimum stay is shown on the event page.

2.4 The lead guest must be 18 or over and must stay at our site for the booking. Guests under 18 must be accompanied by an adult.

3. Arrival and departure

3.1 We'll confirm check-in times with your booking.

3.2 Check-out is by 10am on your departure date, unless we've agreed otherwise in advance.

3.3 No refund is due for late arrival or early departure (see clause 11.2).

4. Your responsibilities

4.1 Look after your tent and everything in it, and use it only in a normal, reasonable way. Don't alter or move the tent, its guy ropes or its pegs without our agreement.

4.2 Follow our safety instructions, the House Rules and any instruction from our staff, including in high winds.

4.3 No cooking or gas appliances inside the tent.

4.4 No smoking inside the tent.

4.5 Keep to the noise levels in the House Rules, and respect other guests' privacy. Where the House Rules for a site differ from this clause, the House Rules apply.

4.6 We may ask anyone who puts others at risk, causes damage, or seriously or repeatedly breaks these terms or the House Rules to leave our site. No refund is due.

5. Damage

5.1 You're responsible for loss of or damage to your tent and its contents during your stay caused by you or anyone in your booking, other than fair wear and tear.

5.2 If anything is left damaged, unusually dirty or missing, we'll send you details and you'll pay our reasonable costs of cleaning, repairing or replacing it.

6. Payment

6.1 Your booking is confirmed when we receive your deposit, or full payment, and send you a booking confirmation.

6.2 The balance must be paid by 28 February in the year of your stay. If it isn't paid by then, we may cancel your booking and keep the payments you have made.

6.3 **All event bookings are non-refundable once confirmed.** This includes the deposit, the balance and any extras. The only exceptions are set out in clause 11.

6.4 Your booking is for accommodation at our site only. It does not include tickets or entry to the host event unless your booking confirmation says so.

7. Your belongings

7.1 You're responsible for your own belongings. Please don't leave valuables in your tent. We're not responsible for loss, theft or damage to your belongings unless it's caused by our negligence or our breach of these terms.

8. Our liability to you

8.1 Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law doesn't allow us to limit.

8.2 We're not responsible for the Event, its organisers, your travel to our site, or anything outside our site.

8.3 We're not liable for loss that wasn't reasonably foreseeable when you booked, or for any business losses.

8.4 Otherwise, our total liability to you is limited to the price of your booking.

9. Your personal data

9.1 We use your details to manage your booking and your stay. We share them only as needed to do that, for example with our payment providers, booking platforms and agents, or where the law requires it. Full details are in our privacy policy.

10. Complaints

10.1 If something isn't right during your stay, tell our staff on site straight away so we can put it right.

10.2 If it can't be resolved on site, email us within 14 days of check-out and we'll reply within 14 days.

11. Cancellation and changes

In this clause, the **Event** means the event your booking is for, such as the Isle of Man TT, Henley Royal Regatta, Lytham Festival or The Open, which is run by its own organiser. **Our site** means the Nine Yards Bell Tents campsite, which is a separate venue that we run. **Next edition** means the next time the Event is held.

If you cancel

11.1 If you cancel your booking, for any reason, no refund is due, except as set out in clause 11.11.

11.2 If you leave early or arrive late, no refund is due for the nights you don't use.

11.3 You may pass your booking to someone else at no charge, as long as you tell us their name by email at least 7 days before arrival. They must accept these terms.

If the Event is cut short, cancelled or postponed

11.4 Our site is separate from the Event, and we don't control it. If the Event goes ahead but is cut short, or races, rounds, sessions or acts are delayed, called off or changed, your booking stands. No refund or transfer is due.

11.5 If the whole Event is cancelled before it starts, or is postponed, and our site can still open, your booking stands and no refund is due. You may choose instead to transfer your booking to the same number of nights, in the same type of tent, at our site for the next edition, at no extra charge. You must ask for the transfer by email within 30 days of the cancellation or postponement being announced. Transfers are subject to availability and can only be made once.

11.6 If we can't offer our site at the next edition, we will offer you either the same booking at another of our event sites, or a credit for the amount you paid, valid for 24 months for any of our event bookings.

11.7 If the Event is postponed to new dates in the same year and our site runs on those dates, your booking moves to the new dates. If you can't make the new dates, clause 11.5 applies.

If we cancel or close our site

11.8 If we have to cancel our site before your stay, we will offer you the choice of a transfer to the next edition (as in 11.5), a credit (as in 11.6), or a refund of what you paid us.

11.9 We may lower tents, move guests to a shelter, or close all or part of our site at any time for safety, including in high winds. If we have to close our site for one or more nights of your stay, we will offer a transfer or credit for those nights. No refund is due for shorter periods where you can return to your tent.

Bookings made through someone else

11.10 If you booked through a third party, such as Booking.com or one of our agents, contact them about cancellations and refunds. Their terms apply to payments made to them, alongside these terms.

The Open: bookings made before the ballot

11.11 If you book a stay for The Open before the results of The Open's public ticket ballot are announced, you can cancel for a full refund by emailing us within 7 days of the results being announced. After that, clause 11.1 applies.

12. Force majeure and your rights

12.1 Force majeure means an event outside our reasonable control, including extreme weather, storms, flood, fire, epidemic or pandemic, war, terrorism, civil unrest, strikes, government action or restrictions, national mourning, loss of the venue, and failure of transport, fuel or power.

12.2 We are not liable for failing to provide, or for delay in providing, your booking because of force majeure. If force majeure stops our site opening, or closes it during your stay, clauses 11.8 and 11.9 apply.

12.3 Nothing in these terms affects your statutory rights as a consumer.

13. General

13.1 We may update these terms. The version on our website when you book applies to your booking.

13.2 If any part of these terms is found to be unenforceable, the rest still applies.

13.3 You may only pass your booking to someone else as set out in clause 11.3.

13.4 These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also bring proceedings in your local courts.