



GLEDFIELD

Royal Westmoreland Highland Estate

Country Sport Terms & Conditions

Our terms & conditions ("T&C's")

Please read these terms carefully as they make up your agreement with us, together with your booking confirmation and the information on our website and in our brochure. If you've booked a special offer, its terms will also apply.

These terms and conditions apply only to booking contracts made with Gledfield Highland Estate online, by phone and through an agent.

We may need to update our terms and conditions from time to time, but you can always find the latest version online at www.gledfieldhighlandestate.co.uk Whether you book online, by phone, in person or through an agent, these terms (and any future ones) affect every booking. If we make a significant change to our terms after you've booked, we'll give you the option of cancelling for a full refund.

If you're not happy with our terms or have any questions about them, please call us on 01524 781453 Otherwise we'll assume you've accepted these terms.

Who's who in our T&C's

Just so everything's clear, here are the definitions of some of the things we say in our terms and conditions:

'you' and 'your' - the person who makes the booking

'we', 'us' and 'our' - Gledfield is a trading name of Gledfield Highland Estate Ltd, registered in England and Wales, no 12820210, registered office South Lakeland House, Yealand Redmayne, Carnforth, Lancashire LA5 9RN

'we both' - both Gledfield and you

'agreement' - the contract between us based on these terms and conditions, any other conditions we refer to in our brochure and website, anything else we agree in writing and the terms of any promotional offer you've booked

the 'estate' - Gledfield Highland

Estate you've chosen for your holiday / experience.

Your booking

It's only the people on the booking confirmation who can use our facilities.

The total number of people coming with you (including children and babies) mustn't be more than your booking or the capacity of your accommodation (if applicable). In most cases, this will be a maximum six or eight people - please check your confirmation carefully. If you do go over the maximum number, we'll unfortunately have to turn away any extra people at check-in.

We want our holidays and experiences to be enjoyable for all of our guests. So we may turn down some bookings - for example, from people we think might spoil things for other guests. And if you come to the estate and you're unruly or antisocial, we'll tell you to leave the estate immediately without any refunds.

Our pet policy

We welcome well trained dogs in our pet friendly accommodation. Up to 2 pets are welcome. The following charges apply:

Type	Duration	Charge
Houses	Per week or part thereof	£35

We don't accept dogs listed under the Dangerous Dogs Act.

If you have a dog that's noisy or behaving badly, we may ask you to take them away. Please make sure a responsible adult is looking after it.

Parking

If you're planning to bring something that's not a car with you (a lorry, van, motorbike, jet skis or boat, for example), please check with the estate before you book.

Hybrid and electric vehicles are

welcome, but please don't use your accommodation electricity to charge the vehicle.

Payment

Like most things to do with travel, the prices of our holidays / experiences change depending on availability. You'll find up-to-date prices on our website, although we can only confirm the exact price of your holiday / experience when you book. Once you've booked and have paid your deposit, we won't change your holiday / experience price unless the VAT rate changes, or unless we both agree. VAT will be payable at the prevailing rate on the date on which payment is made. Although we will confirm to you at the time of booking the price for the holiday / experience including VAT at the current rates, if the VAT rate increases during the period to the start date of your holiday / experience we may ask you to pay an additional amount to cover this increase. If we find out we've undercharged you significantly because of a mistake on our part, we'll get in touch to put things right. We'll give you the choice of cancelling your holiday / experience for a full refund or paying the full price. And if we've overcharged you by mistake, we'll give you back the difference in price.

When to pay?

Book more than 10 weeks before the start of your holiday / experience, and you can either pay the full amount or a deposit.

You can pay an initial deposit of 25% at the time of booking, and then make further payments by debit or credit card by ringing 01524 781453. Full payment must have been received no later than 60 days before the commencement date of your booking.

Bookings made within 60 days of arrival require payment in full at the time of reservation.

Offers cannot be used in conjunction with another offer, discount or promotional voucher unless specifically

stated and apply to new bookings only. All offers are subject to promotional rate availability and can be withdrawn at any time without notice. If you don't pay the balance when it's due, we may cancel your holiday / experience and you won't get your deposit back.

Changing or cancelling your plans

We know that people's needs change – and we want to give you the best experience we can. So if you decide to change your booking, we'll try our best to meet your needs. Unfortunately, what you want may cost more, or may not be available. There's also a £20 admin fee for all booking changes.

Please bear in mind that changing your dates within 60 days before your holiday / experience starts may count as a cancellation. We will always try to accommodate changes to your dates, but if this isn't possible and you don't want to keep to your original booking this will count as a cancellation.

Need to cancel your booking?

If you need to cancel before you arrive, please call 01524 781453

If we have to change your booking

We do everything we can to provide great holidays / experiences, but very occasionally we find we can no longer offer the holiday people have booked. If this happens to you we'll get in touch and offer you one of three options:

1. a replacement holiday / experience that's the same or even better than the one you booked;
2. a replacement holiday / experience that's less expensive than the one you booked (together with the price difference);
3. a full refund.

Checking in

Check-in times vary depending on where you're staying and will be notified to you with your confirmation documents.

If you're planning to arrive after 5pm or are running late, please let us know so we can make arrangements for you. We'll assume you're not coming and will cancel your booking without a refund if you haven't arrived by 10am the following day (unless you tell us beforehand).

For all accommodation bookings we may ask you to pay a refundable security deposit of £40 on arrival. We'll give this back to you once your stay has finished and as long as your accommodation is clean, tidy and not damaged.

Accommodation will be inspected after

departure and you will be charged for any loss/damages and or excessive cleaning charges incurred.

Smoking

There's no smoking of vaporisers, e-cigarettes and tobacco in any of our public buildings, or accommodation.

Cutting your holiday / experience short?

We hope you'll have such a great time that you don't want to leave, but if you do end up going home early, we won't normally offer you a refund – see our cancellation section for more details.

Illness

Let us know if you come down with something that you think will affect any of our other guests. If it's really nasty we may speak to a doctor and ask you to stay in your accommodation – or even to go home.

If you leave something behind

Let us know as soon as you realise you've left something behind. We'll do all we can to find it, although we're not liable if this isn't possible, or if it's damaged. When we find it we'll return it to you, but you will have to cover the cost of postage.

Check-out time

Check-out time is 10am. Please remember to give us back the keys and always leave your accommodation in good order.

Personal belongings

We take all reasonable steps to safeguard our premises, but guests remain responsible for looking after their own belongings. Please remember to secure any vehicles or bicycles and try not to leave any valuable items on display. If you are bringing anything valuable you should check it is adequately covered by your insurance. We cannot accept any liability for loss, or damage to your belongings unless it is due to our negligence.

We ask that you bring your own licensed equipment (including rods) to enjoy the experience. The Estate does not carry, or sell ammunition, guns or other consumable items.

It is your responsibility to safeguard your equipment and to comply with any licensing or permit conditions.

Keeping you safe and healthy

We take all reasonable steps to keep you and your party safe. That could mean offering different activities or even, in the worst-case scenario, closing our facilities at short notice.

We'll always try to tell you as soon as we know. It's important that you always follow our advice for staying safe while you're with us.

Health and safety during your experience

1. Anyone using a firearm or shotgun must be in possession of a valid UK licence, or certificate;
2. Non-UK residents are required to have a UK Visitors Permit. Please note that it is your responsibility to provide Police Scotland with the appropriate paperwork in sufficient time before your arrival date to process the permit;
3. No lead based shot is to be used on the Estate;
4. No shooting on the ground, water or hillside is permitted unless your guide/gamekeeper deems it to be safe;
5. When guns or dogs are picking up shot birds we ask that shooting stops until such time that it is deemed safe to proceed;
6. You and all members of your party attending an experience must be fully insured. Insurance details must be provided on arrival to the Estate along with any firearms certificates.
7. You are requested to pick up empty cartridges, shells and any other rubbish and to leave the field, or hillside in a clean and tidy condition.

Your promises to us

1. You'll tell us who's coming with you and you'll only let the people on the booking confirmation onto the estate.
2. You'll look after our accommodation and facilities so that other people can enjoy them after you. And if you cause any damage, you'll tell our team straight away so we can sort it out.
3. You won't spoil things for other guests by being loud, or antisocial. You agree to adhere to 'the code of good shooting practice' and to be respectful of the land, ponds, river and property of the estate.
4. You – and everyone who comes with you promise not to break any of our terms and conditions. If you do, we'll ask all of you to leave the estate immediately with no refunds.

Damages

We hope you don't have any mishaps while you're with us, but if your accommodation is damaged by you, or someone in your party during your stay, we have the right to recover the cost of this from you (including any extra

cleaning costs). We may also go into your accommodation at a reasonable time during your stay to check the state of things.

If there's an emergency we can come into your accommodation without warning.

If you need to complain

Even though we'll do all we can to give you a fantastic experience, things do sometimes go wrong. Here's what to do if you need to complain:

1. If there's something wrong with your accommodation or experience, tell the estate team straightaway so we can try to put things right.
2. If your holiday / experience is over and you're still unhappy, write to us at Gledfield Highland Estate Ltd., South Lakeland House, Yealand Redmayne, Carnforth, Lancashire, LA5 9RN within seven days of the end of your holiday / experience. The letter or email must be from you (the lead booker) as you're the person we made this agreement with. Please make sure you write your confirmation reference number on your letter, or email and include your daytime / evening phone numbers.
3. Our Guest Relations team will contact the estate to find out what happened and we'll endeavour to write respond within 14 days of getting your letter or email.

The holiday / experience agreement

When you make a booking request you're offering to buy one of our holidays / experiences and you're agreeing to follow our terms and conditions. We do have the right to turn down your booking request – if for example we don't have the space, or we think you'd spoil things for our other guests.

The agreement between you and Gledfield starts when:

1. We accept your booking, deposit and give you a booking confirmation;
- or**
2. We confirm your booking online or by phone.

Our contract is with you as the lead booker. Don't forget that you're making an agreement with us on behalf of everyone coming to the estate with you. It's up to you to make sure that they all know about these terms and accept them.

If a court or a similar organisation questioned any of these terms, the rest of the agreement would still be valid. It would also still be valid if we allowed you to do something that we wouldn't

normally allow under the agreement.

When you make your booking, we'll ask you for details of your permanent home address. We have the right to check this information against the electoral register – both to prevent fraud and to make sure we can contact you by post before, or after your holiday if we need to. If you're not on the electoral register because of a recent move, we may ask you to give us a council tax bill showing your new address so we can confirm your details.

We don't knowingly allow anyone to use or visit our estate who is a convicted child sex offender, or is subject to the notification requirements of the Sexual Offences Act 2003, or who is subject to a Risk of Sexual Harm Order or Child Abduction Notice.

Things beyond our control

Unfortunately we can't take responsibility, or pay compensation for things beyond our control that destroy, or damage our accommodation / facilities, or result in a shortage of wild bird, deer or fish during your experience. Some of the things we mean by 'things beyond our control' are a lack of birds, deer, fish, fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, and epidemics.

We offer no guarantee as to the number of birds, deer or fish on any day of your experience.

English law

We're based in Lancashire, so we're bound by English law, which means that if it ever came to it (and we hope it never would), we both agree that English law would apply to this agreement.

Our data protection policy

When you book with us you'll be giving us some personal information about you and the other people coming with you. We may use it to:

- Handle your booking and give you your holiday / experience;
- Pass on to other companies that have been involved in your transaction like insurance, third party partners and travel providers;
- Help put together internal statistics, market research and records – both at the Estate and at other companies in the Pure Leisure group
- Contact you (and people over 18 who come with you) about other holidays, experiences or services offered by Gledfield Highland Estate Ltd, other

group companies, or our trading partners. If you don't want this information, please write to our Data Protection Officer, Gledfield Highland Estate Ltd, South Lakeland House, Yealand Redmayne, Carnforth, Lancashire, LA5 9RN.

We'll only talk to you about your information. By booking with us, you're agreeing that we can use the information for the reasons we've described and you're confirming that everyone who's coming with you has agreed as well. If you're using an agent or other provider, make sure you look at their data protection policy to find out how they'll use your information.

The accuracy of descriptions

We do our best to make sure that our websites, literature and brochures are accurate when we publish them. However, not all accommodation looks exactly the same. The photos, layout plans, dimensions and facilities are there to give an impression of what it's like at Gledfield, so please don't take them as gospel; they are for only for guidance purposes.

Copyright

You can't copy anything out of our brochure, or website (even photos) without our written permission. Nothing in our agreement gives you or the people who come with you any rights over our trademarks or other intellectual property and you promise that you won't acquire any rights to any of our trademarks or intellectual property.

TV filming and photography

Please bear in mind that we don't allow guests to film or take photographs in Gledfield House.

While you're with us you may spot a TV camera, or professional photographer on site. They could be shooting photos or video for us, or filming a TV show. They could be shooting anywhere on the estate, but we'll try to make sure the filming doesn't affect your holiday / experience and that you always know what's going on.

With this agreement, you give us the rights (free of charge) to anything containing your image (or the image of the other people with you) that's made while you're with us. If you don't want to be in shot, please try to stay away from the filming area and if you, or someone in your family does stray into a photo or video without meaning to, we'll do our best to remove the image from our library, but we won't pay you any fees as a result.