



BOLTHOLES

EXCLUSIVE RETREATS

Chatsworth Glamping at Broomhill Wood is a peaceful site at the heart of the Chatsworth Estate, where we welcome guests to enjoy nature at its finest and embrace the outdoors... in luxury of course. We'd like to ensure the campsite is somewhere guests can enjoy the beautiful surroundings in a relaxing atmosphere, therefore we ask that you take note of the following guidelines.

1 Your Booking and Site Rules

We would advise in the first instance that all bookings are provisional until confirmed by Devonshire Hotels & Restaurants Group. Arrival days are Monday, Wednesday and Friday, unless stated otherwise.

Please arrive between 4.00pm and 6.00pm, when a member of staff will be on site to welcome you and assist with luggage. In order to reach our semi-secluded site, a short walk up an uneven slope is necessary from the car park, this means the site has wonderful panoramic views and privacy, but as a result the location may not be suitable for those with limited mobility and fitness. The maximum distance you will have to walk is 165m and the minimum is 80m, but we assure you it's worth it for the views of Chatsworth House and beyond that greet you at the top! A member of staff will be on hand during check-in times to assist with luggage.

You must vacate the site by 10.00am on your day of departure.

To safeguard to comfort and security of our customers, we do not allow visitors to enter the campsite.

To look after our bell tents we ask our guests to not wear footwear inside. A boot holder is provided at the entrance to your tent.

Logs and charcoal for your firepit are available to purchase from the Chatsworth Estate Farm Shop during your stay. Foraging for firewood is not permitted on or around the site.

In case of emergency during your stay, a 24 hours a day contact number will be provided.

Quiet hours are between 11pm and 7am. Music players/radios must be kept to a reasonable volume at all times and must be switched off by 11pm. Please respect your fellow guests by keeping noise levels to a minimum after this time.

We are unable to accept more than four guests in each tent.

You will receive the details and directions to the campsite on receipt of your final payment.

The glamping accommodation is situated in a semi-rural location, bordered by natural woodland and appropriate care should be taken. We ask visitors to respect our site rules and make themselves aware of the surroundings during daylight hours. Please do not climb any fences or walls, campsite guests are not permitted in any other field or woodland area.



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2 COVID-19

In confirming this reservation I acknowledge that the measures implemented by Devonshire Hotels & Restaurants Group to mitigate the transmission of COVID-19 place personal responsibility on me for adhering to the requirements including, but not limited to, those relating to **social distancing**, social gatherings in accordance with the **rule of six**, personal hygiene, the wearing of **face coverings**, NHS **track and trace** requirements, testing and **reporting health issues** in accordance with government guidelines.

I also agree that I am adhering to any **lockdown rules** which apply at the time of my visit. I accept that these provisions are required to protect the health and wellbeing of me, my family, fellow Guests and Team Members at Devonshire Hotels & Restaurants. I understand that failure to comply with any of these requirements is a serious matter and may result in me being requested to leave any of the properties that are part of Devonshire Hotels & Restaurants Group. Should government rules, or any other extreme circumstance, require, you may be required to leave your accommodation immediately, for example in the case of a lockdown

3 Payments

A deposit of 30% of the booking fee is payable to secure the booking. The balance is due in full six weeks before the start of your holiday. Full payment is required at the time of booking when this is within six weeks of the start of your holiday. Once your deposit has been received, we will write and confirm your booking.

4 Value Added Tax

VAT is included in the quoted price for your holiday at the rate applicable at the time of printing. Our confirmation of booking is not a VAT invoice.

5 Holiday cancellation

You should notify us immediately by telephone should you consider it necessary to cancel your holiday and this should be followed by written confirmation of the cancellation. A 30% non-refundable and non-transferable deposit is required to secure your reservation. The remaining balance of the reservation will be charged 6 weeks (42 days) before arrival. All deposits are non-refundable. The Devonshire Promise applies to all stays until 31st March 2022 (All bookings made can be cancelled completely free of charge should your plans need to change due to the COVID-19 situation).

Site rules are for the benefit of everyone. If you do not abide by them, you may be asked to leave, and no refunds will be given.

We cannot give refunds or move bookings because of poor weather. We are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your booking as a result of circumstances beyond our control. Including (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.



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6 Loss or damage

Any loss or damage to accommodation contents should be notified to us in order that replacement or repairs can be carried out. Only in the event of the repair or replacement costing in excess of £50 would we look to recover the cost. We accept no responsibility for any loss or damage that may occur to your car or property whilst on site. Please note that tents are not secured, so please keep valuables to a minimum.

7 Large parties/bookings of multiple tents

For large parties booking more than one tent, we reserve the right to charge a returnable deposit/bond against any damage that may arise. For bookings of more than one tent you are asked to ensure that any items of furniture or equipment moved from one of the tents is returned to its rightful place at the end of your stay.

8 Cleanliness

On your arrival the tent will have been thoroughly cleaned between lets and the beds ready-made. Visitors are asked to leave the tents in the condition they found them in, including washing and drying all crockery and cooking equipment. Bins should be emptied into the recycling bins prior to your departure. Please take care of the area around your site and leave it as you would wish to find it.

9 Children

Parents are responsible for their children on site and they should always be supervised.

10 Pets

In our tents, a maximum of two pets are welcome with prior notification. Farm animals may be present in adjacent fields as well as protected species and ground nesting birds in the surrounding woodland. As such, pets should not be left unattended and should be kept on a lead at all times in the campsite. Please clean up after your dog and use the waste bin provided.

11 Open Fires, BBQs and Fire Pits

Open fires are not allowed. Please use the fire pit provided. The fire pit supplied may not be moved for safety reasons. Doors on your bell tent MUST be closed when you are using the fire pit to stop smoke entering. It is strictly forbidden to collect and burn any timber from the site or surrounding woodland. Only wood provided or bought elsewhere may be used on the fire pit. Please do not leave children unattended with the fire pit.

BBQ's are permitted if raised off the ground. Do not place a BBQ on wooden decking, wooden table, picnic bench or grass. Please only light your BBQ a safe distance away from your tent, to avoid fumes from entering your tent and to reduce the risk of fire spreading.

A metal bin is provided for the disposal of BBQ/Fire pit ash and charcoal, please do not dispose of hot waste in the regular waste bins.

In the case of emergency, please use the fire extinguisher provided and call 999.



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12 Smoking

Smoking, including the use of e-cigarettes, is not permitted inside the tents.

13 Service

Electricity, bedding and a welcome tray are included in the price. Linen and towels are provided at no extra cost.

14 Complaints/equipment faults etc

If you are having a problem with any of the equipment in the tent or have feedback about the standard of accommodation, please give us the opportunity to fix things during your stay by contacting us on 01756 718111 at the time the problem occurs. We will do our utmost to resolve any problems during your stay.

15 Parking and access

In order to reach our semi-secluded site, a short walk up an uneven slope is necessary from the car park, this means the site has wonderful panoramic views and privacy, but as a result the location may not be suitable for those with limited mobility and fitness. The maximum distance you will have to walk is 165m and the minimum is 80m, but we assure you it's worth it for the views of Chatsworth House and beyond that greet you at the top! A member of staff will be on hand during check-in times to assist with luggage.

16 Chatsworth tickets

If you have chosen to add multi-entrance Chatsworth tickets to your booking, please note that these tickets are only available after check-in and can be found in your tent. Should you wish to purchase these after placing a booking, please call Reservations on 01756 718111.

17 Fireworks are NOT ALLOWED at the campsite to avoid upsetting local livestock.

18 Contracting Company

The Devonshire Hotels and Restaurants Group Limited.

Registered office address:

Devonshire Hotels & Restaurants Group Limited.

Estate Office

Edensor

Bakewell

England

DE45 1PJ

Company number 01572796

Registered England & Wales