

Pod@Broadway - Terms and Conditions

Terms and Conditions apply to guests and all members of their party (including any day visitors).

It is the guests responsibility to ensure that each member of their party is aware of and accepts the terms and conditions and the obligations contained therein.

The owners reserve the right to cancel a booking without compensation or refund, should guests not comply with any of the terms and conditions outlined below.

Bookings/Payment/Cancellations/Refunds

1. A deposit of the first night/s stay via credit/debit/card is required at the time of booking. Once this deposit has been paid you have agreed and entered a binding contract according to these terms and conditions.
2. All bookings need to be made by someone who is over the age of 18 years old.
3. Full payment will be taken 2 weeks before you are due to stay off the card given at time of booking unless another card has been provided since.
4. Bookings made within 2 weeks of arrival will need to be paid in full.
5. Refunds will only be given if the pod can be rebooked. First night deposit will be non refundable.
6. If you have to cancel please inform us immediately and we will endeavour to re-let the pod(s) and return your balance payment in full, (your initial deposit is non refundable). If re-letting is not possible, all monies which have been paid will be forfeited. In the event of bad weather conditions or illness preventing you from travel a refund will not be given. Travel Insurance is advisable.
7. The owners do not accept responsibility for the breakdown of local amenities including water and electricity or wi-fi. Nor inconvenience caused from such incidences, or by building works that may be deemed necessary.
8. Following your booking, in the unlikely event that your pod(s) become unavailable, due to circumstances out of our control, every effort will be made to provide an alternative pod at Pods@Broadway or nearby self catering accommodation or alternatively a complete refund will be paid including the deposit.

Group Bookings

1. Group bookings are to be made direct via phone or email by someone who is over the age of 18 years old.
2. Group bookings will have exclusive use of Pods@Broadway
3. We will only accept a group booking of 10 pods.

4. A deposit of £250.00 per night will be needed to secure a group booking. This is non refundable or transferable. The remaining balance is to be paid 2 weeks before, or at the time of booking if less than 2 weeks.

Arrival/Departure

1. Keys can be collected from the reception of Broadway Country House on arrival.
2. Check in times are 3pm-10pm. Check out time is 10.30am. If you would like to check in earlier or check out later please contact us direct to see if this possible. If arriving later than 10pm please inform us and we will make other arrangements for key collection.
3. The management endeavour to maintain high standards of comfort and cleanliness at all times. Guests must therefore undertake to keep all furniture, fittings and effects in the same good condition in which they were found. Please leave your kitchen cutlery, pots, crockery and surfaces clean and tidy before departure. If extra cleaning is found to be necessary in this area there will be an additional charge.
4. On departure please drop off your keys in the box in the car park.

General Information

1. The number of persons occupying the cabins must not exceed that stated at the time of booking, unless agreed previously by management. Sub-letting of the cabins is strictly prohibited.
2. The management cannot accept responsibility of liability or loss or damage to guests property, or for personal injury, or damage to bikes or cars. These are parked at guests risk.
3. The management reserve the right to have access to the pods at all reasonable times without permission.
4. Any damages must be reported to staff as soon as possible. Accidental damage or breakage of a minor nature will not normally be charged for, but the management reserve the right to charge for any non trivial damage, losses or additional cleaning required however caused. Immediate payment from the guest will be required to cover such costs.
5. No medical facilities are available on site.
6. Mobile phone is variable depending on the service provider. There are no phones within the pod. In an emergency please report to the main house.
7. Wi-fi is usually available, and free of charge but not 100% guaranteed. Free wi-fi is also available in public areas of the main house.
8. You cannot drive any vehicle right up to your camping pod. Vehicles must be parked in designated parking bays and all luggage must be carried to your pod.
9. Smoking is strictly prohibited inside the pods. Please use your decking but keep the door to the pod closed. Use ash trays provided.

10. Please leave your kitchen cutlery, pots crockery and surfaces clean and tidy before departure. If extra cleaning is needed in this area there will be an extra charge.
11. Please refrain from disposing of cooking fat down the sink. If this causes a blockage a cleaning charge will apply.
12. Please do not leave rubbish outside, dispose of any rubbish during your stay in the bins provided.
13. BBQ is provided on your decking area. This is not to be used anywhere near or in the entrance of your pod due to health and safety. The BBQ equipment needs to be kept clean and tidy. There will be an additional charge for gas.
14. We ask you all to respect the pod staff and fellow pod guests. You must not carry out any offensive, excessive noisy, or annoying activities. We ask all guests to be quiet from 11pm-7am.
15. Guest may be asked to leave immediately if their conduct is considered to infringe the managements terms and conditions/rules or is likely to impair the enjoyment, comfort or safety of other guests and/or staff. No refunds will be given.
16. Pods with Jacuzzi

Jacuzzi Rules

- Users must not wear lotions, oils, makeup or skin creams. Including fake tan. A £75.00 cleaning charge will be applied if this is not abided by.
- Users with skin, ear, genital or other body infections, open sores, or wounds cannot use the hot tub because of the possibility of spreading infection or irritating your condition.
- Users must shower before entering the spa pool.
- Do not use if you have had diarrhoea within the last 14 days.
- Do not swallow the water.
- It is recommended that users do not exceed 15 minutes immersion at a time.
- Bathers must not exceed the maximum number permitted in the spa pool. Max 8 people.
- Children under the age of 5 must not use the spa pool. All children under the age of 16 must be accompanied by an adult at all times.
- Children (and others) who are unable to keep their faces out of the water must not use the Jacuzzi.
- No incontinent person may use the spa pool, either with or without a waterproof nappy.
- Do not use while under the influence of alcohol or drugs (including prescription drugs)
- Intended users suffering from diseases of the heart and circulation, skin conditions, are immuno-suppressed, subject to fits, or taking drugs affecting the cardiovascular or nervous

systems, should not use Jacuzzi.

- Do not use if pregnant.
- Replace the lid and lock when not in use.
- Never use the Jacuzzi alone.
- Take care when entering and exiting as the water can make the surfaces around the Jacuzzi slippery.
- If any fault or damage occurs with the Jacuzzi please alert management as soon as possible.

Dogs

Are not accepted in any of the pods.

Facilities on offer- COMING SOON!

1. Bike Rack - Bike locks not provided.
2. Laundry room to dry clothes
3. Personalised parking bays

The use of Broadway Country House

1. The main house is available for you to use at your convenience. The majority of Friday's and Saturday's we have private functions and weddings for exclusive use. At these times pod guests do not have access to Broadway Country House unless it is an emergency. Please ask at time of booking if this may be applied to you during your stay.