



## **Sky Tents Events: Terms & Conditions for the Supply of Accommodation for festival and event hire.**

**Terms and conditions are subject to change.**

- Please be aware that we do not supply festival tickets.
- You're booking with Sky Tents Events Ltd and this does not include festival tickets.
- All guests must have the appropriate weekend camping festival passes prior to booking your accommodation.
- All packages clearly state the number of occupants included in any package we offer however, extra beds/ mattresses will be an additional cost. Please make sure you have ordered enough beds for each person.
- Please add your number of guests upon booking and choose the number of mattresses for each guest.
- Exemptions to the above:
- Where Festival promoters have block booked our accommodation and offer packages of tickets to include our accommodation. • Where we clearly have to purchase a vip ticket with your accommodation.
- All prices subject to change without notice.

**FOR GLASTONBURY FESTIVAL: PLEASE MAKE SURE YOU HAVE A HOSPITALITY TICKET FOR THE FESTIVAL. STANDARD TICKETS ARE NOT ACCEPTABLE** for the Hospitality area. You will not be granted access to the hospitality area without a hospitality ticket.

### **Payments**

When booking with Sky Tents Events Ltd all of our prices are £ sterling.

If you are paying from a country who uses € for currency you will be charged at the exchange rate valid on the day you booked.

### **Property of Sky Tents Events**

All equipment hired and inside the yurt or structure you are staying in remains the property of Sky Tents Events.

### **Damages deposits**

For some bookings we have a deposit scheme in place:

Unfortunately due to the misuse of our stock over previous seasons which we can no longer use, we have had no choice but to put a deposit and damages scheme in place for festivals. When you make a booking with us we will ask for a deposit of £50 for Sqrts, unfurnished 12ft yurts, and £100 for any larger structures. This will be added to your bill when you are invoiced.

Damage deposits will be refunded through PayPal it is the customers responsibility to provide PayPal details to have this damage deposit refunded.

**Sky Tents Events have the right to the retention of any damage deposit that has been unclaimed within 3 months of the festival ending.**

You will find on each Festival page the itemised damages scheme, this is due to a large quantity of brand new Egyptian cotton linen and towels which are un-salvageable which cannot be used again. Should we feel that the property, linen or yurt has been damaged to a point where it is no longer usable, we will automatically retain the cost of that particular item from your deposit and email you to explain the deduction made from your deposit refund. All deductions are inclusive of VAT @ 20%

**Damages**

- We will take a damage deposit when you make your order this will be refunded in full within 72 hours of the festival closing if no loss of our property or damage has occurred.
- If any damage occurs during the event especially if damage was made by a third party YOU MUST inform a member of our staff who can then assess the damage and agree there and then whether the damages deposit will be withheld from you. Otherwise you will be liable for the damage.
- Due to the sheer volume of brand new bed linen and towels being soiled to a point that we cannot remove the stains we will automatically withhold the following sum from your deposit see the list below of chargeable items.
- Damage to canvas cover or framework including unnecessary soiling of canvas covers.
- Damage or theft of furnishings.
- Large amounts of rubbish and large spillages being left on carpets, rugs, furnishings or canvas of structures. Bin bags are always provided and our staff are always available to help with spillages or accidents.
- Smoking inside your accommodation (by law you are not permitted to smoke in rented spaces). Smoking in structures means extra cleaning for our staff.

**Single duvet cover £12**

**Single fitted sheet £7.50**

**Double duvet cover £16**

**Double fitted sheet £11**

**Pillow cases £4 each**

**Small towel £4**

**Large towel £8**

**Mirror £20**

**Robens Rechargeable Lights £20.00**

**Facilities:**

At all events the showers and toilets are provided by the festival organisers directly. We always recommend to each event the number of showers and toilets we need.

Sky Tents Events cannot accept responsibility for showers and toilets although we will report any complaints or issues to the festival when necessary. We take any comments and feedback about festival facilities very seriously and always report any issues that guests have directly to the festival management teams, therefore all complaints must be made on site for us to be able to deal with them for you.

Services and access passes are provided on anticipated numbers staying within our area.

Our recommended numbers for each structure are 2 people per squirt, 3 to 4 per 12 foot yurt, up to 4 per 14 foot yurt, up to 5 per 16 foot yurt and 7 per 18 foot yurt and up to 9 in a 20 foot yurt. We recommend staying within these numbers unless you are confident that you can fit into the space. We request that you inform us if larger numbers than recommended are staying.

- **Our accommodation will be available at the same time as the main campsite opening times for any event.**
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- **All accommodation must be paid in full at least one month before the event.**

### **Refunds**

If you cancel your booking 28 days or more prior to the start of the event we will refund hire charges that you have paid subject to levy by us of a cancellation fee of 10% of the hire charges. If you cancel your booking more than 14 days before the start of the event (but less than 28 days before the start) we will refund hire charges that you have paid subject to levy by us of a cancellation fee of 50% of the hire charges. No refund will be given if you cancel your booking 14 days or less prior to the event.

### **Personal Property**

Sky Tents Events Ltd are not responsible for any one's personal property: although many of our structures are more secure than tents and we generally have 24/7 security please keep all valuables with you at all times. When using our complimentary phone charging facilities we advise you to stay with your phone during the time it takes to charge. Sky Tents Events Ltd do not take responsibility for the loss or theft of any charging devices.

### **Keys**

A key/s will be provided on a lanyard for all yurts and squirts upon check in. These must be returned when you check out. If you lose a key a fee of £20 cash will be automatically taken from the damage deposit that you have paid with us. Please do not remove the key fob from the key as this makes it impossible for us to locate its door £20 will be charged if you remove this and cannot replace it. However feel free to keep your lanyard as a memento.

### **Checking in and checking out**

- Sky Tents Events Ltd reception will be open until all guests check in. Our standard opening hours will be emailed with your final booking confirmation.
- Out of hours check in: If you are going to be arriving very early in the morning or late at night please let us know in advance so that we can be ready to check you in when you arrive!
- Out of hours check out: Although we endeavour to check guests in and out personally if you are leaving site out of hours please leave your key in our drop box. Please let us know if you intend to arrive late or intend to leave early so that we can look after your needs to the best of our ability.

### **Weekend/showday reception and beauty parlour opening hours:**

- Our weekend/show day reception hours will be emailed with your final booking confirmation.
- Out of hours there will always be a query sheet at reception for you to fill in so that any non urgent queries will be dealt with at the beginning of the next reception shift.
- Urgent queries out of hours please call the number on the blackboard. If you cannot get through please text the number as often mobile telephone signals can be intermittent on festival sites.
- Our beauty parlour and charging area is a complimentary service.
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### **Grievances:**

- If you have any grievances about our accommodation, our staff or our services you must report these whilst on site during the event so that we can rectify any issues there and then.
- All problems or complaints must be discussed on site not after the event.

- If you feel that your issue is not dealt with in a satisfactory manner by our general crew then please ask for the Sky Tents Events on site supervisor or manager who will do their best to rectify any issues to ensure you have a happy and comfortable stay.
- If you have any issues with other guests or your neighbours please report this to our reception so that we can discreetly resolve any problems for you.

### **Waterproof structures**

- Our yurts are waterproof in 98% of situations, however in extreme weather conditions there has been the occasional small leak which is due to side ways wind or brand new canvasses weathering in.
- All of our structures are hand made with natural materials and natural fabrics they are nomadic structures and can be an elemental experience. We cannot guarantee that they will be 100% waterproof at all times but we rarely experience any problems with leaking structures.
- Do bear in mind that when the weather is hot during the day and cold at night that there will be condensation in your structure this can cause some drips from the star cover and the walls. This is not a leak it is simply condensation. We advise that you do not have your clothing or bedding touching the canvas walls as moisture will soak through the walls and wet your belongings.
- In extremely wet conditions when the water table rises rapidly you may experience some water coming in through the door or window area this is a rare occurrence but please be aware that we cannot be responsible for such occurrences.

### **N.B Sky Tents Events will not accept any complaints reported after the event.**

In the event of Sky Tents Events cancelling an event due to insufficient bookings.

- All guests will be refunded in full
- All guests will be informed with plenty of time to arrange alternative accommodation arrangements.

### **Other bits and pieces**

- You agree to treat our staff, other users of our services and equipment and other individuals at an event with respect at all times. Should you fail to do so or display any abusive, disrespectful or anti-social behaviour of any kind we reserve the right to refuse to provide any services or equipment to you and any refund will be at our absolute discretion. In the event of non compliance site eviction may be implemented.
- We Sky Tents Events will not be held responsible for the actions of any individuals attending an event nor if those actions affect your enjoyment of the event or services provided. This applies whether or not those individuals are using our services or equipment. However we want you to have an amazing stay so please let our staff know if you have a problem or if any of our 'other' guests are becoming a nuisance as we will do our best to ensure that your fellow glamer's are respectful of their neighbours.
- Our total liability including the liability of our agents, subcontractors and employees in respect of any Services or Equipment provided to you will (except in relation to personal injury or death caused by our negligence or the negligence of our employees or agents) be limited to the amount paid for your booking.
- Description of items booked. Sky Tents Events Ltd will endeavour to fully describe and deliver to the best of their ability the items advertised and show in photographic galleries with variations on colour of furnishings. However if we feel we have found a more appropriate solution for your storage and furnishing needs, we hold within our rights to utilise these new items without prior notification to guests.

### **Photography:**

**By agreeing to our terms and conditions you are also agreeing that any images taken during an event may be used for Sky Tents Events promotional purposes only.**

### Force Majeure

While every effort will be made by Sky Tents Events Ltd to carry out any booking accepted, the full performance of it is subject to variation or cancellation by The Owner consequent upon Act of God, Epidemic, War, Strikes, Riots, Lockouts or any other disturbances: Fire, Flood, Storm, Gale and Tempest, restrictions on the use of Transport, Fuel or Power, Requisitioning Storage of material or transport or any other unforeseeable cause, beyond the control of Sky Tents Events Ltd. In the event of cancellation under this clause, the terms above will apply

### Governing Law

The Agreement shall be construed in accordance with the law of the United Kingdom and any dispute arising hereunder shall be submitted to the exclusive jurisdiction of the courts of United Kingdom.