



Terms and Conditions

1. Bookings

Puddleduck Valley only accepts bookings from persons over 18 years of age. We reserve the right, at all times - without statement of reasons - to refuse a booking. Puddleduck Valley will confirm the booking via e-mail within 24 hours. The confirmation must be checked immediately on receipt for any errors. Possible or claimed inadequacies must always be notified by email or phone within 10 days following the date of the confirmation/invoice and in any case before the start of the stay. If, within 10 days after the booking, you are not in possession of a confirmation email, you must get in touch with Puddleduck Valley by email or telephone.

2. Group bookings

It is the right of Puddleduck Valley to refuse group bookings if we feel this may be of detriment to other guests staying on the farm. Single gender groups are only permitted by telephone confirmation. It is our right to refuse entry to any group bookings not authorised via telephone or email and any monies paid will not be reimbursed. In case of query regarding groups please call us on 01409 281311 or bookings@puddleduckvalley.co.uk.

3. Prices

The prices on www.puddleduckvalley.co.uk are not binding; Puddleduck Valley reserves the right to modify these prices. At the time of booking you will be informed of the prices applicable. The price stated on the confirmation is binding. Discounts and/or special offers can no longer be used after the confirmation/invoice has been sent by Puddleduck Valley.

4. Accommodation rental

In the rental price of every accommodation the following is included:

- Rental of accommodation.
- Bed and kitchen linen.
- Use of and access to the Puddleduck Valley grounds (where permitted).
- Vehicle access to identified car parks.
- Use of water.
- VAT according to the guidelines of the VAT administration.
- Final clean up.

Not included are, among other things:

- Washing of the dishes and cooking utensils.
- Separating recycling and waste into bags and placing it in the appropriate container.
- No pets of any kind are permitted.



Cleaning of accommodation during your stay (including but not limited to private bathrooms for yurts). Cleaning may be arranged as an additional chargeable service. Please contact 01409 281399 for prices and booking.

6. Payments

Booking payments are made in two stages. The deposit must be paid at the time of booking. The balance of the booking amount must be in possession of Puddleduck Valley at the latest, 2 weeks before the start of your stay. In the event of bookings made within 2 weeks before the start of your stay the entire booking amount must be paid immediately. In the case of late or incomplete payment of the amounts invoiced to you, you are in default. Puddleduck Valley will send you a reminder of payment. If the amount, within 7 calendar days after the date of the reminder is not yet in possession of Puddleduck Valley, then we are entitled to unilaterally annul the agreement by means of an email or letter to the guest. You are responsible for all damages which Puddleduck Valley suffers or will suffer as a consequence of this, as well as all costs which Puddleduck Valley made with regard to your booking and the cancellation.

7. Alteration costs

If, after confirmation of the booking, you would like to make some alterations to the booking, Puddleduck Valley is not obliged to satisfy these requests. It is at the discretion of Puddleduck Valley whether, and to what extent, these alterations will be accepted but we will do our best to accommodate your wishes.

8. Cancellations

In the event of a cancellation more than 4 weeks before the commencement of the stay, 10% of the rental amount will be payable with a minimum of £100 if we cannot rebook the accommodation with another customer.

In the event of cancellation is within 4 weeks before the start of the stay 40% of the entire rental amount will be payable if Puddleduck Valley does not successfully rebook the accommodation with another customer.

In the event of cancellation is within 1 week before the start of the stay 80% of the entire rental amount will be payable if Puddleduck Valley does not successfully rebook the accommodation with another customer.

9. Arrival and departure

Procedure before arrival.

Please bring a (soft or printed) copy of your booking confirmation email.



10. Arrival and departure procedure.

On arrival at Puddleduck Valley, you need to produce your booking confirmation email. You have access to your accommodation from 4pm on the day of arrival. On the day of departure you must vacate your accommodation by 10.30am. Kindly note that the Puddleduck Valley check in time is between 4.00pm and 7.00pm. It is in your own interest not to arrive late, but should you be unavoidably delayed, please contact us on 01409281311. PLEASE DO NOT EMAIL OR TEXT. This number automatically forwards to our mobile phones if we are out and about on the land.

11. Domestic Regulations

In order to make the stay on the farm for all guests as pleasant as possible, all guests must keep to the determined rules of behaviour laid down in the Domestic Regulations. You can ask for the Domestic Regulations on arrival. Breaching the Domestic Regulations can lead to removal from the farm without a refund of the rental sum or a part of it. Puddleduck Valley reserves the right to make alterations in the set-up and opening hours of the facilities and supplies at Puddleduck Valley. We would also bring your attention to the fact that it is possible that maintenance activities may be carried out during your stay on the grounds or to the accommodation(s) without you being entitled to any compensation.

12. Force majeure

Force majeure on the side of Puddleduck Valley exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Puddleduck Valley, including but not limited to threat of war, staff strikes, blockades, fire, floods and other disruptions or events.

13. Liability

Puddleduck Valley accept no liability for:

theft, loss or damage, of whatever nature, during or as a result of a stay on one of our affiliated farms.

falling into defect or putting out of action of technical equipment and loss or closure of utility supplies.

The tenant and those who accompany him or her, are jointly and severally responsible for all loss and/or damage which arises, for Puddleduck Valley and/or any third party as a direct or an indirect consequence of their stay, irrespective of whether this was caused through actions or refraining from actions by themselves or by third parties, who are at Puddleduck Valley through their making, as well as of all damage which is caused by any animal and/or matter which they have under their responsibility.

If you leave your accommodation in an improper condition, additional (cleaning) costs may be charged.

14. Complaints

Despite all the care of Puddleduck Valley it may occur that you have a genuine complaint. You must take up this complaint with us immediately, in order to allow us to solve the matter as soon as possible.

15. Assumption of Risks



Remember that you will be staying on a working farm with live animals and potentially dangerous farm equipment amongst other hazards such as but not limited to steep slopes, slippery surfaces, ponds and fast flowing streams. Also you must be aware that some of the equipment on site may be dangerous if misused. Whilst we take great care to keep you safe, accidents can happen and neither we nor the farm are responsible for such accidents (to the greatest extent permitted by law). It is your responsibility to supervise any children. If you notice that any equipment looks faulty and/or unsafe you must inform a representative of Puddleduck Valley as soon as possible. We strongly recommend that you take out travel insurance against the risk of accidents and your stay being cut short.

16. Day visitors

In principle, it is permitted for you to receive visitors during your Puddleduck Valley stay. These visitors must report themselves to the owners. Visitors will be charged £20 per car.

17. General

Your contract partner is Puddleduck Valley LLP a limited partnership registered in England. These general conditions are applicable to all reservations, directly or indirectly made with Puddleduck Valley. Alterations are reserved on the contents of our publications. Obvious printing errors do not bind us.