

# The Partridge Retreat

## *Terms & Conditions*

*A simple guide to help everyone enjoy their stay*

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### Arrival & Departure

**Check-in:** from 2:30pm

**Check-out:** by 10:30am

If you'd like a later departure, please ask in advance. Unplanned late check-outs may incur a charge.

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### Looking After Your Pod

We kindly ask that you leave your space as you found it.

Please:

- Wash your dishes and utensils, dry and return to cupboards / drawers
- Take rubbish to the main refuse point in the car park
- Clean BBQ tools and scrape the BBQ after use

If the pod is left in poor condition, an additional cleaning charge may apply.

Accidents happen — please let us know about any breakages.

**Noise:**

Quiet hours begin at **10:30pm**.

No candles.

Fire extinguishers are for emergencies only.

Any damage caused by dogs will be chargeable. Security Deposits held in part or full for deliberate damages only.

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### Weather

We can't control the weather, and refunds aren't offered for weather-related disruption.

Travel insurance is strongly recommended.

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### Security Deposit

A **£250 deposit** is held 2 days before arrival and released 2 days after departure, provided no damage has occurred.

This is released by us 24 hours post departure. Please note that this does not show as an incoming transaction when hold is lifted, as funds do not leave your account, it is simply a hold on the card.

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### Pricing & Information

Prices may change at any time.

Gift vouchers are valid for 12 months.

All information we provide is accurate to the best of our knowledge.

## Respect & Behaviour

We ask all guests to treat our team and other visitors with courtesy.  
Abusive behaviour may result in being asked to leave without refund.

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## Bookings

- Guests must be **18+** to book
  - Whole-site bookings by prior arrangement only
  - Stag/hen groups at management discretion
  - Telephone bookings must be confirmed by email
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## Cancellations

### If you cancel

Please email [info@thepartridgeretreat.co.uk](mailto:info@thepartridgeretreat.co.uk).  
We'll reply within three working days.

- 28 days prior to booking (free cancellation)
- **Within 14 days of check-in:**  
Non-refundable and non-amendable. Full cost forfeited.
- **14+ days before check-in:**  
Deposit maybe forfeited.

### If you need to amend your booking

- Amendments can only be made **28+ days** before check-in
  - Changes within 28 days may be treated as cancellations
  - Amendments may incur a **£50 admin fee**
  - Any price difference will be charged or refunded
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## Hot Tub Details - Gas/Diesel Tubs

- Hot tubs are charged at a one off rate, no matter the length of your stay
- Hot tubs are cleaned after each use and filled and heated for guests arrival, this will remain heated throughout your stay (providing insulated covers are replaced after use)
- Please do not empty these tubs, instructions for how to leave hot tub (switch off) can be found in the POD handbook available, in every POD upon arrival.
- Contact us via WhatsApp for temperature adjustments

Outdoor towels are provided with hot tub bookings. Hot tubs are used at your own risk.  
Please read and sign the Hot Tub Disclosure before arrival.

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## Spa - Sauna / Plunge Pool

All bookings can be made prior to arrival for use of the Sauna / Plunge Pool or for booking, any Spa Treatments with our Therapist. Please read and sign our Spa Disclosure before arrival.

## Dogs

We welcome up to **2 well-behaved dogs** (additional charge applies).

Please note:

- We'll ask for your dogs' breeds
  - No dogs on furniture
  - Dogs under the Dangerous Dogs Act cannot be accepted
  - Please clean up after your dog
  - Dogs must be on leads on track walks; friendly dogs may roam the glampsite
  - The woods are strictly out of bounds and unsafe for guests and dogs alike
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## Privacy

We keep your information safe and simple.

- We only collect details needed to manage your booking
- Your information is never sold
- Payment details are handled securely by trusted providers
- Only authorised staff can access your information

If you'd like to know more about how your data is used, just ask.

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## Safety & Site Rules

- Each pod contains a Fire Safety Handbook
  - No drugs on site
  - No drones
  - Pods and facilities are for **paying guests only**, we do not accept outside members of the public
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## Liability

- You are responsible for your own safety and belongings
- We are not liable for loss, theft, or damage to personal items
- Use of facilities — including hot tubs, BBQs, and outdoor areas — is at your own risk
- Children must be supervised at all times
- We are not responsible for events beyond our control (weather, power cuts, natural occurrences)

Your statutory rights remain unaffected.

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## Complaints

If something isn't right, please let us know.

Urgent issues can be sent via WhatsApp or phone, but we may follow up by email.