



Terms & Conditions

Bookings & Payments

Full payment is required to make a reservation. Payment can be made via our online booking system by credit or debit card.

Cancellations & Refunds

In the event of you needing to cancel your holiday we will do our best to re-sell it. If successful we will refund you the amount that the holiday resold for less your deposit. However, you will not be reimbursed if the holiday is not resold and if the cancellation is made within 8 weeks of the arrival date. Holiday dates cannot be changed within 8 weeks of arrival. We therefore recommend that you take holiday cancellation insurance to cover any losses should we not be able to re-let the dates. In the unlikely event of the yurts not being available due to fire, flood or other unforeseen circumstances, Kite Hill Yurts cannot accept liability or responsibility for any loss, including consequential loss, but the full cost of the holiday will be refunded.

Arrival & Departure

Your yurt will be available from 4pm on arrival day. We strongly advise that you arrive before dark as it will be easier for you to find us and get your bearings on site. We live in a remote, rural area without street lighting and lighting on site is kept to a minimum. As we are a small family business on a working smallholding we kindly request that you let us know your approximate time of arrival at least one day before you travel and advise on the day if you are going to be later/earlier than

planned. We can then ensure we are able to assist you by transferring your luggage from the parking area to the yurts.

Please vacate your yurt by 11am on the day of departure unless previously agreed otherwise. We will again be able to assist you with transportation of your luggage. The parking area is next to the farm house. There is one allocated space per yurt, please advise if additional spaces are required on booking.

Breakages and Damage

If on your arrival you find any items or fittings, utensils, crockery or cutlery is broken, damaged or missing, please report it to us immediately and we will replace it as soon as possible. We understand that sometimes accidents happen so if you do break or damage anything we would ask that you report it to us immediately, so that we can make arrangements to replace or repair it for the next guests. We will only charge for replacement in exceptional cases as we accept that a degree of wear and tear is to be expected.

Group Bookings – damage deposit

For adult or family groups booking both yurts we charge a £100 deposit per yurt in case of damage or excess cleaning. This is payable with 8 weeks before your holiday or at the time of booking if within 8 weeks. This will be returned by cheque or direct bank transfer within 7 days of the end of your holiday provided that there is no damage or excess cleaning required.

General Safety

Each yurt and kitchenette is equipped with a combined smoke and carbon monoxide detector and a fire extinguisher. We also provide heat resistant gloves for using the stove and a fire guard is available on request. Only the tea lights provided by us are to be used inside the yurt and only in the lanterns provided. You may wish to bring extra battery/wind up lanterns if you like to read at night.

It is essential to bring torches to navigate the site at night and to walk to and from your vehicle.

Campfires are to be attended at all times and must be kept small and manageable. In certain circumstances we may request that you refrain from using the camp fires, for example in extremely windy conditions, during severe droughts or when hay has been cut and is drying in the field.

Parents and/or guardians are expected to supervise their children at all times. Please note there is an unfenced pond on the property and farm equipment that could be dangerous to children.

We take every care to ensure you have a safe and enjoyable holiday, but cannot be held liable for any accidents, injury or consequential loss.

General Considerations

Out of respect for other guests and our neighbours we do not permit amplified music at any time, and noise after 11pm must be kept to a minimum i.e. quiet talking. Anyone who persists in causing a nuisance will be asked to leave immediately and without a refund. As the Cabin, which houses the shower room and washing-up facilities, is a shared area we ask you to please clean up after yourself and try to accommodate the usage of others. Outdoor shoes must not be worn inside the yurt, for this reason we recommend that you bring slippers and easy to kick off footwear.

No Smoking Policy

All yurts and facilities are strictly no smoking. Anyone who smokes outside the yurts and facilities is responsible for carefully disposing of their cigarette butts in a bin and not littering the surrounding area.