



Terms & Conditions

By booking your holiday with Fairy Bell Wood, you agree to the following Terms and Conditions.

1. Payment Policy

For bookings made more than 6 weeks before your arrival date, a non-refundable deposit of 50% of the total booking cost is required at the time of booking.

For bookings made 6 weeks or less before arrival, full payment is required at the time of booking.

The remaining balance will be automatically collected no earlier than 45 days before your arrival date using the card details provided at booking. If you wish to pay manually or use a different card, please contact us in advance to update your details.

All payments are securely processed by Stripe, a fully PCI-compliant payment provider. Transactions are encrypted using 256-bit security. Fairy Bell Wood does not have access to your full card details.

2. Insurance

We strongly recommend that you obtain suitable travel insurance to cover cancellations due to illness or other unforeseen circumstances, as payments are non-refundable.

3. Arrival & Your Stay

Check-in is from 4:00pm on the day of arrival.

Check-out is by 10:00am on the day of departure.

The yurt must be left clean and tidy, as found on arrival.

Upon arrival, please park in the designated parking area and follow the footpath signs to the yurt. The key will be in the key safe, code included in the information pack sent once booked.

We live on site but may not always be present when you arrive. Please call us if you require assistance at any time.

If you notice anything missing, damaged, or in need of attention, please inform us as soon as possible so we can resolve the issue promptly.

Please note that yurts are not solid buildings and are located in a woodland environment. Food or waste left out may attract wildlife. We strongly recommend storing all food in the sealed containers provided.

4. Pets

No dogs or other pets are permitted on site.

5. What to Bring

We recommend bringing:

Suitable outdoor footwear

Waterproof clothing

A torch

Insect repellent (particularly June–September)

6. Departure

Before departure, please ensure:

The yurt and surrounding area are left clean and tidy

Washing up is dried and put away

The key is left in the key safe

Fairy Bell Wood reserves the right to charge additional cleaning fees if the accommodation is left in an unacceptable condition.

7. Booking Confirmation

A confirmation email outlining your stay details will be sent once payment is received.

Upon confirmation, a legally binding contract is formed between you and Fairy Bell Wood.

8. Cancellation by You

We are unable to offer refunds for cancellations. We therefore strongly recommend purchasing cancellation insurance.

If you fail to arrive on your scheduled date and the outstanding balance has not been paid, an invoice for the remaining amount will be issued.

9. Cancellation by Us

Fairy Bell Wood reserves the right to cancel your booking in exceptional circumstances beyond our control, including (but not limited to) extreme weather conditions, illness, fire, or other unforeseen events that prevent us from providing safe accommodation. In such cases, a full refund of all payments made will be issued.

10. Breakages & Damage

Please report any damage or missing items upon arrival.

While reasonable wear and tear is expected, guests are responsible for any significant damage or breakages occurring during their stay and will be charged at the lowest reasonable replacement cost.

We reserve the right to charge for:

Excessive cleaning

Structural interference

Moving furniture or contents

Waste or litter left behind

Only tea lights and candles provided by us may be used, and only in the designated holders.

11. Children

Children must be supervised at all times. Fairy Bell Wood accepts no responsibility for injuries sustained on site. Please be aware that the woodland setting includes natural hazards such as uneven ground and areas of water.

12. Negligence

Guests will be held responsible for any fire, structural damage, or alterations caused by negligence during their stay.

13. Lost or Stolen Property

Fairy Bell Wood accepts no responsibility for lost or stolen belongings.

14. No Smoking Policy

Smoking is strictly prohibited inside the yurt. A cleaning charge of up to £100 will be applied if this policy is breached.

If smoking outside, please dispose of cigarette ends responsibly in a bin and be mindful of wildlife and fire risks.

15. Fire Policy

Fires are permitted only in the wood-burning stove and the designated fire pit area. Open fires are not allowed elsewhere on site.

Thank you for taking the time to read our Terms & Conditions.

We look forward to welcoming you to Fairy Bell Wood.

Emily & Ste