



GLENARM CASTLE

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## FURTHER.SPACE AT GLENARM CASTLE ESTATE - BOOKING TERMS AND CONDITIONS

The following terms apply to all bookings (**bookings**) for accommodation and/or any other services or items made with us or in respect of our properties or pods (together **accommodation**), either through our website or any third-party websites (together the **sites**). We kindly ask that you take a moment to read them before placing a booking.

If you have any questions about booking with us, please contact us before making a booking.

### Terms of Booking & Booking Deposit

By placing a booking with **us** (Acomco Limited, a company incorporated in Northern Ireland under company number NI649416, whose registered office address is at Building 8, Unit 6, Carryduff Business Park, 16 Comber Road, Carryduff, BT8 8AN, trading as **further.space**) **you** (the lead guest named in the booking confirmation email) and your booking party (the **guests**) agree to the following terms. During your stay you agree to abide by any relevant conditions outlined in these terms.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests in the relevant accommodation is illustrated in the occupancy details section of the relevant site.

To secure any booking we require a full payment at time of booking. All prices are inclusive of value added tax in either the Republic of Ireland or the UK, as appropriate. Payments can be made online, over the phone using debit or credit card as well as by digital bank transfer or cash deposit. Any charges we need to pay for failed bank transfer or any other payments at cost to us must be reimbursed by you within seven (7) days of any request to do so.

At the time of booking or at check-in, we will also, to the extent not already provided, take your credit/debit card details and a security deposit, and you authorise the use of this card and deposit of these sums as security for any sums that become owing to us pursuant to these terms.

Prices shall be charged in the local currency where the accommodation is based and any currency conversion facility is provided as an approximation tool only.

No booking shall be treated as confirmed until the details and payment in "cleared funds" as described in this paragraph have been provided.

Once you have placed a booking with us, your details will be passed to the landowner of the site at which your accommodation is located, who will be your point of contact during your stay, and who may in touch to confirm further details.

Please be aware that at certain times throughout the year some of our locations may host weddings, events and parties, which you may feel would be an intrusion on your break. If you have any concerns in this regard, you should contact the location at which you are proposing to stay ahead of making any booking.

### Requirements of Your Stay / Code of Conduct / Pod Rules



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Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named guests are allowed to use the property and its facilities, any third-party visitors are only allowed access with our express written permission.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times, and not to cause any disturbance, nuisance or offence to other guests, neighbours or owners.

We expect all guests to respect and look after the site and the accommodation in which they are staying.

We also require noise levels to be kept to a minimum after the time specified in any location specific conditions. Please note that those conditions may impose a noise curfew between certain hours.

Parents are responsible for their children, and children (under 16 years of age) must be supervised at all times.

To look after our accommodation guests are not permitted to wear shoes inside.

### **Fires and BBQs**

No cooking or fires are permitted on the area directly outside the pod. Guests are not permitted to bring any large-scale BBQ grills but they can bring a disposable BBQ. We ask that if guests bring their own disposal BBQ that they place them on the designated BBQ area. There is a log table area set up beside the campfire with a steel plate that the BBQ's must be set on. Guests can also bring their own wood for the campfire but they must use the campfire provided. See onsite guest information for more detail.

### **Pets**

We do not accept pets within the accommodation, except for service dogs.

### **Check-in & Check-out**

Unless otherwise stated on the booking confirmation, guests may check-in at any time from 15.00 on the scheduled day of arrival. All pods that have been secured by credit/debit card or prepaid at the time of booking will be held until 11.59pm on the scheduled day of arrival unless otherwise agreed directly with us.

Any non-secured reservation will be held until 16.00 on the day of arrival at which time we will be entitled to re-let the pods, unless you have notified us of a late arrival.

On the day of departure we kindly ask all guests to vacate their pods by 11:00 (unless a later departure is stated as part of your booking or we have otherwise agreed this in writing).

Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at our discretion.



You and your guests must check-in and check-out by the times stated below:

- **Check-in:** Between 15:00 and 19:00 (at the latest) on day of arrival.
- **Check-out:** Before 11:00 on day of departure.

#### **Cancellation, Returned Deposit & Non-Arrival Conditions**

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions:

- Cancellation made 15 days or more in advance of arrival date = Full refund
- Cancellation made 14 days or less of arrival date = 50% refund
- Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking retained.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due.

#### **Changing your pod site:**

Pod bookings are specific to the site that you book therefore each site booking and cancellation policies apply. Each of our sites are managed by different hosts who have an independent booking system, so if you wish to change your booking to a different location then the cancellation fees for each site are applicable to your booking. The relevant refund would be given and a new booking is required for the revised location. Any bookings that require a change of location need to be processed directly via [glenarmcastle@further.space](mailto:glenarmcastle@further.space).

#### **Travel Insurance**

We would suggest that you and your guests take out appropriate holiday cancellation insurance where required.

#### **Our Right to Cancellation**

We reserve the right to cancel any booking without compensation, refund or reimbursement if any of these terms are breached. In the rare event we need to cancel your booking with us for any other reason, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made by you to us.

Please note that whilst you may have specified specific accommodation in your booking, there may be circumstances where for availability or other reasons we need to transfer your booking to separate but equivalent accommodation. We do not accept any liability if this is deemed to be necessary by us in our discretion.



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### **Wi-Fi Fair & Appropriate Usage Policy**

Where Wi-Fi internet access is provided, guests accept to use this access to the internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

### **Group Bookings**

Please note that we do not accept stag or hen parties, but should you wish to book for a special occasion please let us know when you book.

After the booking has been made please send us an email to confirm how many guests will be staying in the other pods and we will allocate the correct number of guests to each pod as the system only allows the guests for the lead booking. We need to know how many guests are on site for health and safety reasons – thanks for your help here.

### **Damages, Lost Property and Theft**

You agree to inform us of any damage, loss or theft, however caused, during your stay. We reserve the right to charge the lead guest for any damages caused through the course of a booking by any guest. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Lost keys, fobs or access cards will incur a replacement charge per key, fob or card lost.

Guests will find an inventory in their accommodation when they arrive. The inventory lists the items in the accommodation and the cost to replace missing, broken, damaged or melted items.

Guests should not remove any item from their accommodation. Charges for damaged or missing items may be made, without prior notice, to the payment card used at the time of booking.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

### **Smoking**

Smoking of any products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the location at which our accommodation is based, in accordance with relevant legislation. Please dispose of any smoking products in the bins provided. For the avoidance of doubt, please note that no smoking (including e-cigarettes) is permitted either inside the accommodation, or on the patio for the accommodation.

### **Liability**



We accept no responsibility for any loss or damage that may occur to your property (including your car) whilst on site, save to the extent it cannot be limited or excluded by relevant law. Please note that we only own, and are responsible for the accommodation, and the site owner will be responsible for the rest of the site at which the accommodation is based.

We will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by our negligence or that of our employees, contractors, agents or otherwise). Our total liability shall not exceed the value of the charges received by us from you for the booking.

Nothing in these terms shall be read or construed as excluding any liability for death or personal injury caused by our negligence or liability for fraud or fraudulent misrepresentation.

### **Parking**

Where on-site parking is provided guests accept that they park their vehicles at their own risk. Please note that there may be a charge and/or limited spaces available for parking, and space may not be available for the duration of your stay. Separate terms and conditions may also apply to car park use.

### **Force Majeure**

Please note that we accept no liability and will not pay any compensation where the performance of our obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

### **Accessibility Statement**

We have provided an accessibility and access statement here [www.glenarmcastle.com/pods](http://www.glenarmcastle.com/pods) which you can download and read.

### **Your Personal Details & Privacy**

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference and their passport/identity card/driving licence. As noted above in the payment section, we may also take your credit card details and/or a security deposit.

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel Records) Order 1972).

The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.



These records are kept for a minimum of 12 months and in accordance with the requirements of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation 2016 (GDPR).

Our policy surrounding the personal details you provide to us as part of any booking, including the privacy of those details, is explained and set out in our Privacy Policy which you can read here.

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

### Complaints Policy

If you have a problem with your accommodation during your stay please advise us as we would like the opportunity to resolve it as soon as possible. Please let us know of any damage, breakages or maintenance issues that you come across.

We take all comments from our guests seriously and in the unlikely event that you wish to make a complaint you can contact us by phone or email, and we will respond as soon as we can. We will try to resolve any issues as soon as possible.

Our contact details are set out below:

[Glenarm Castle; 2 Castle Lane, Glenarm, Ballymena, Co. Antrim, Northern Ireland, BT44 0BQ]

[Email: [info@glenarmcastle.com](mailto:info@glenarmcastle.com) ]

[Tel: +44 (0)28 2884 1203]

### Governing Law and Jurisdiction

These terms and any non-contractual obligations arising in connection with them and/or the booking are governed by Northern Irish law. The Northern Irish courts shall have exclusive jurisdiction to determine any dispute arising in connection with same, including disputes relating to any non-contractual obligations. Each party irrevocably waives any objection which it may now or later have to proceedings being brought in the Northern Irish courts.

### LOCATION SPECIFIC CONDITIONS

Where you are staying in accommodation featured by us at other locations, additional terms and conditions may apply at those locations.

Please review the terms and conditions linked below for any specific terms that apply to the sites on which our accommodation is hosted, which will be binding upon you without further notice.

GLENARM CASTLE – [ [www.glenarmcastle.com](http://www.glenarmcastle.com) ]

### Arrival/Departure

- **Check-in:** Between 15:00 and 19:00 (at the latest) on day of arrival. For late arrivals, please notify us in advance. On arrival please go direct to the pod site and enter the **Gate Code** - this will be



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supplied to you via the check-in email 24hrs before your stay. A lock-box for each pod is located to the right of the underpass once you pass through. Please enter the access code for the lock-box provided in your check-in email – the access code for the pod will be supplied on your check-in email. Please use car parking provided.

- **Check-out:** Before 11:00 on day of departure. Please return key to lock-box.

### **Bins and Refuse Management**

Recycling bins are provided on site. Please clear all bins in your pod before departure.

Food waste bags are provided in your pod, please use and dispose of in the brown bin on site.

### **Events on Site**

See [www.glenarmcastle.com](http://www.glenarmcastle.com) for information and dates on events throughout the season.

### **Helpful Contacts**

Out of Hours Assistance: 07889 411 211

For Emergency Services (Police/Fire/Ambulance): 999

Dalriada Doctor, Ballymena: 028 2566 3500

(Address: 20 Larne Road Link, Ballymena, Country Antrim, BT42 3GA)