

## **Creative Retreats at The Warren Forest Garden, managed by Black Isle Permaculture & Arts/ BIPA Terms and Conditions**

### **Bookings**

We (**Black Isle Permaculture & Arts/ BIPA**) will offer a week (7 days) long slot starting from a suitable date of your preference, to start on a weekend or Monday (unless agreed otherwise).

Once dates are agreed we will issue an invoice for £450 plus the damage security of £150 and your residency will be confirmed upon payment.

Fees are non-refundable, unless in circumstances which prevent you from attending (illness, lockdown). You may be able to transfer your fee to another retreat date, subject to availability. We will normally accept transfers up to 6 weeks before the retreat takes place. If BIPA have to cancel or postpone a retreat we will refund your full fees.

BIPA are not able to refund any travel costs incurred due to any cancellations or postponements, under any circumstances, and we recommend that you take out your own travel insurance policy.

### **Conduct**

We ask that you are respectful to the property and surrounding context, i.e. neighbours, livestock, nature. BIPA reserves the right to refuse a place to any person who, in the opinion of BIPA behaves in an abusive, destructive or disruptive manner. There would be no refund given if exclusion is made for these reasons.

- Please respect our neighbours right to peace and quiet.
- No smoking in the cabins.
- As part of our sustainable ethos we ask that you consider minimising waste and rubbish and the environmental impact of any materials used (recycling facilities are provided)
- We request residents keep to the woodland paths to avoid trampling wildflowers and plants.
- The cabin is thoroughly cleaned before your arrival but we appreciate residents who keep it in a clean and tidy condition during and at the end of their stay.
- We have a grey-water soak away so request residents try to use materials such as water based paints and inks and natural toiletries which don't harm the environment!
- Residents are required to read and follow the instructions provided for the water, woodburner and compost toilet which we'll talk you through.
- Residents are responsible for any additional costs incurred by BIPA for cleaning, damages or losses caused by the resident during their stay.

Other activities happening at the site:

- The owners live onsite, and are both makers and growers with an interest in sustainable living, arts and crafts.
- Guests staying in another on-site cabin.
- Workshops and events at various times of the year.
- Volunteers working in the gardens.

### **Loss**

BIPA cannot accept responsibility for any loss, damage or expense sustained by guests as a result of an event or circumstance whether arising from natural cause, human agency, or beyond its control.

Residents are responsible for any additional costs incurred by BIPA for cleaning, damages or losses caused by the resident during their stay.

### **Privacy**

When you make a booking with BIPA, you agree that we can collect and store your personal information in order to administer your booking and ensure that your needs are met whilst with us. This information includes personal contact details including: name, address, telephone number, email address, dietary, access, learning requirements, payment information, any details that relate to grant applications, and any other information we may need to administer your booking. BIPA will not store credit/debit card details. This information is stored securely on site and securely on electronic systems. We never share or sell personal information to third parties.