



TERMS & CONDITIONS

General

The lead guest (person who makes the online booking) is responsible for ensuring all members of the group accept and adhere to these terms and conditions, set out below.

Bookings

A booking deposit is payable within 7 days of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid and funds cleared through the banking system (where appropriate). The booking then becomes confirmed.

The balance of the rental charge, along with the breakage deposit, is payable not less than 8 weeks prior to the start of the stay.

Cancellation by the guest

Cancellation of the booking by the guest should be made in writing by email to: info@rookhow.org.uk

Cancellations up to 8 weeks before arrival- full refund to the guest minus booking deposit (£100).

Less than 8 weeks before arrival: no refund; full amount retained by Rookhow, unless cancelled by Rookhow.

In the event of a new booking being made by a different person for a cancelled date, Rookhow will return the balance to the original guest and retain the booking deposit plus £100 as an administrative fee (so £200 retained).

Postponed bookings: guests can change their booking to another date up to 8 weeks before for no extra cost. After that, the postponement will be treated like a cancelled booking.

Cancellation by Rookhow

Rookhow will endeavour to make sure the property is available for the dates contracted. In the unlikely event the property becomes unavailable and Rookhow has to cancel the booking, the guest shall be entitled to a full refund. Rookhow shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Conduct

We ask you to respect the historic buildings and our beautiful 12 acres of ancient oak woodland. Quakers' Wood is an important natural habitat, being an ancient Atlantic oak woodland. The biodiversity reflects the amazing air quality. We ask you to tread lightly and 'leave no trace'. No cycling in the woods, no smoking in the buildings, BBQs only on the gravel in the car park and please only use one of the 2 established campfires (do not light fires anywhere else in the woods). In especially dry weather we may put a ban on campfires and BBQs for safety reasons. Camping is only allowed by prior agreement at the back of the Bunkbarn - not in the woods.

Due to historic nature of the buildings and site, Rookhow has a no candles policy. Fireworks and airborne lanterns are prohibited. Please do not bring portable heaters. The Quaker Meeting House is still used regularly as a place of worship so please respect the space. Alcohol is allowed in the Bunkbarn but not in the Meeting Room of the Quaker

Meeting House. No illegal or recreational drugs on site. Please leave Rookhow as you found it.

Quaker values

Rookhow is a Quaker charity and place of worship. We ask that guests respect Quaker commitments to truth, equality, simplicity, peace and sustainability. and we ask guests to be respectful of these beliefs. Rookhow will not accept bookings from groups which for example advocate against the rights of minorities or the promotion of alcohol or gambling. Our peace testimony leads us to decline bookings from groups which advocate for any forms of violence or promote militaristic behaviour. In keeping with our testimony of sustainability, we operate Rookhow in the least harmful way to the planet and we ask that guests support us in this.

Access

Rookhow reserves the right to have reasonable access to any part of the site including woodland by Rookhow personnel or contractors for the purposes of maintenance, safety work or repair.

Part of the woodland may at times be cordoned off for safety or for regeneration work.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The guest accepts that no refunds are available for such discrepancies.

We are entitled to ask the guest to leave the property without any refund if, in our opinion the behaviour of the guest and/or his/her party is unacceptable.

Rookhow reserves the right to refuse entry to anyone, who in our opinion is not capable of taking charge of the property or anyone whose behaviour has been problematic on a previous booking. This may include leaving the site in an unacceptable condition, having caused distress to neighbours or having used the site in a disrespectful fashion.

If the Development Manager or Assistant Development Worker believe a booking should be refused, they will consult with 2 trustees before confirming the decision with the group.

Number of Guests

The maximum number of guests sleeping in the Bunkbarn is 16. In addition, if the yurt is hired four people can sleep in it and if the Meeting House has been hired an additional 10 people can sleep there. There should be no more than 30 people overnight in the Bunkbarn, Meeting House, yurt and camping. Up to 60 people can be present on site for an event during the day.

No-one is allowed to sleep in the Bunkbarn sitting room for safety reasons. If using the Meeting House for sleeping, guests must keep both doors unlocked and make sure children are not left unattended in the building. If it is found that more people than agreed are using the property, this will be considered a breach of contract. Sub letting is prohibited.

Dogs

No dogs are only allowed in the property apart from assistance dogs by prior agreement with Rookhow. If there is any cleaning required after dogs have stayed, this will be taken off the damages deposit.

Arrival & departure

Check-in time is usually from 4pm (unless agreed otherwise). Check-out time is 10am weekdays or 12noon on a Sunday (unless agreed otherwise)- to allow preparation for the following group. If you require extended times, please email us and we will seek to accommodate this where possible. Information about keys and how to collect them will be provided once full payment has been received.

Liability & insurance

Rookhow takes no responsibility for the personal possessions of the guests. Vehicles and possessions are left entirely at the risk of the guests. Rookhow groups are asked to provide their own liability insurance for activities.

Safeguarding

Groups who organise activities for children, young people and vulnerable adults at Rookhow are responsible for their own safeguarding procedures. Children must be supervised at all times. We may ask to see your Safeguarding Policy.

Cleaning

It is expected that at the end of the stay, Rookhow will be left clean and tidy. We retain the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the stay.

Breakages

Guests should make every effort to keep the property, woodland, fixtures and fittings and all contents in the same state of repair and condition as at the start of their stay. Any accidental damage or breakages to the buildings, contents or woodland should be reported by email or phone on departure. Rookhow retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of Rookhow staff) will not be charged for.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the guest to make any such problem known to Rookhow staff immediately it becomes apparent (Email- info@rookhow.org.uk or Tel 07377 971783), thereby giving us the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

Rookhow will make every effort to rectify any identified problems as soon as is reasonably possible.

Return of Damages Deposit

Your damages deposit, minus any deductions, will be returned to you within 14 days of the departure.

Minimum terms

A minimum of 2 nights at weekends and mid-week. Rookhow is available all the year round. Same price all year round.

For any questions please email us on info@rookhow.org.uk or phone Sue Nicholls, Rookhow Development Manager on 07377 971783

Last updated 17/2/2026