



The Outside-Inn Wirksworth - Terms and Conditions / House Rules

Welcome to The Outside-Inn Wirksworth, our home and family-run business. We look forward to having you to stay and hope you will enjoy your time with us. Please take a minute to familiarise yourself with these term and conditions/house rules. Please do not hesitate to ask if you have any questions.

The Outside-Inn Wirksworth is a trading name of Brackenfern Ltd., a company registered in England and Wales, no. 13858025. VAT no. 467 4311 83.

Bookings

- A booking is only confirmed upon receipt of full payment, agreement to our terms and conditions, and we have sent a written confirmation acknowledging your reservation.
- If you do not receive an emailed booking confirmation within 24 hours, please contact us.
- Bookings are subject to a 10% non-refundable deposit of the non-discounted, total price of your stay, to cover transaction and administration fees.
- Bookings are also subject to a £100 security deposit taken at the time of check in – please see the Security Deposit section, below.
- Please check the details on your booking confirmation are correct and contact us straight away if there are any anomalies, as we may not be able to accommodate any changes at short notice.
- The accommodation allocated to you on confirmation of your booking is provisional and we reserve the right to alter this to equally suitable or better accommodation, if necessary, due to unforeseen circumstances.

Check-in / out

- Check in is between 15:00 and 19:00 on day of arrival.
- Check out is strictly by 11:00 on day of departure.
- Check in is via a face to face “Meet and Greet” system, therefore please let us know your expected time of arrival so that we can look out for you.
- For check-in/out please either phone 07855630103 or use the Ring Doorbell in the car park and we will come over to meet you.
- If you find you are likely to arrive later than 7pm please contact us as soon as possible – our ability to accommodate a late check in will be determined on an individual, case-by-case basis and is at our discretion. Very late arrival may mean you need to source alternative accommodation, and you will not be entitled to a refund.
- Unfortunately, we cannot accommodate requests for early check in or late check out due to tight turn-around times to prepare the lodges for our next guests.
- If you find you are going to arrive early, please consider spending time in nearby Wirksworth – there is ample parking and an array of independent shops, cafes and pubs for you to explore. Please do not come to the site or our house - we will not be able to accommodate you.

General

- Lodges are to accommodate two adults (18+) only.
- For the enjoyment of all our guests, babies and children are not allowed (including day visitors). Exceptions may be made for exclusive bookings of the whole site, subject to prior arrangement – see **Additional guests, day visitors and children** section, below.



- Out of respect for our other guests and neighbours please keep noise to a minimum after 10pm.
- Exceptions may be made for exclusive bookings for special occasions, but this must be agreed in advance.
- Anyone found to be causing a nuisance to other guests or our neighbours, may be asked to leave the site and will forfeit the cost of their stay - we reserve the right to withhold your security deposit should we experience noise complaints from either other guests or our neighbours.
- We work hard to present the lodge in a clean and tidy manner. Please treat all furniture and amenities with care and respect.
- Guests are expected to tidy up after their stay, including washing up dirty plates and crockery, clearing away all rubbish and emptying the cupboards and fridge-freezer of any left-over food.
- Please do not bring very wet and muddy coats, clothes, shoes or boots inside the lodges – there are a washing line, outside hooks and outdoor storage box available for you to use to hang / store these items.
- No glass is allowed outside – this is due to the difficulties clearing away glass shards from the gravel or patio that could cause an injury to someone else in the future.
- Sanitary towels, tampons, wet wipes etc., **must not** be flushed down the toilet – please use the bin provided.
- **No smoking or vaping** is allowed inside the lodges.
- No candles, incense sticks or similar are allowed inside the lodges; no unauthorised bonfires, fireworks, Chinese lanterns, disposable BBQs or other potential sources of ignition are permitted anywhere on site - due to the risk of fire, including forest fires.
- A copy of our fire prevention information is located within the welcome pack in each lodge – please familiarise yourself with this document.

How to find us:

- Unfortunately, our address postcode is not accurate by about a mile!
- Ideally please use our Google-maps pin (search “The Outside-Inn Wirksworth”) <https://maps.app.goo.gl/SeM1rRCcKbp7QRyR6>
- What3words /// educated.spindles.kite
- We are located approx’ 100m behind the Malt Shovel Inn pub on Oakerthorpe Road.
- Our countryside location means that local roads can be very narrow and often have potholes. Agricultural vehicles can take up the entire width of the road and there may be horse riders, cyclists, sheep or cattle in the road - please take care!
- Please note that Oakerthorpe Road is derestricted, meaning the speed limit is 60mph and other vehicles may be travelling or accelerating at speed. Please take care when entering and exiting the grounds.
- The location is around 1 mile from Wirksworth town centre – there is a cross-country footpath available that requires a short walk (20m) on the road without a pavement.
- The High Peak Trail is also around 1 mile away, offering off-road cycling, walking and horse-riding opportunities.

Travelling by car:

- From the A6 Derby Road at Cromford, at the traffic lights, turn onto the B5036 “Cromford Hill” towards Wirksworth.
- Continue along this road for approx’ 1 mile.



- At the railway bridge with Wirksworth and 30 zone signs, turn first left immediately after the bridge onto Oakerthorpe Road into the hamlet of “Bolehill”.
- If using a sat-nav with the postcode, it will say you have arrived, however, please continue for 1 more mile up the hill, nearly to the end of Oakerthorpe Road.
- Approximately 100m before the end of the road, turn right into the entrance to The Outside-Inn Wirksworth, marked by a square white sign.

Travelling by train:

- The nearest main-line train stations are 3 miles away at Cromford and Whatstandwell. Please note these stations do not have taxi ranks.
- Local private-hire taxi services are available – please ask for further information. We recommend pre-booking taxis, especially on busy occasions - typically Friday and Saturday evenings.

Parking

- Each lodge has 1 parking space in our car park a short walk (50m) from the lodges.
- No parking is allowed in the immediate vicinity of the lodges – this area must be kept clear for emergency vehicles.
- Temporary drop-off parking can be arranged for arrival / departure only. This is to minimise disruption caused by vehicles and preserve the enjoyment of our site for all guests.
- The adjacent parking space next to Derwent Lodge is for use by guests staying in Derwent Lodge only.
- Use of the car park by day visitors is subject to availability and is by prior arrangement.
- Parking spaces are limited and anyone found blocking the site entrance or driveway could cause a hazard for emergency vehicles and will be asked to move immediately.
- Please note the entrance gates may be closed (but not locked) overnight. If you need to enter/exit during this time, please ensure you close the gates securely after going through. Thank you.
- Driving and parking of vehicles (including bicycles) on site, use of the car park / drop off area / disabled parking bay / EV charging point is done so entirely at the owner’s risk. Brackenfern Ltd / The Outside-Inn Wirksworth accepts no responsibility for theft, loss or damage caused to vehicles while on site.

Electric Vehicle (EV) Charging

- EV charging is available in our car park on request and on a first-come / first-served basis - additional charges apply.
- Guests require a dongle to activate the charger – please contact us for further information.
- Late check-in without a meet & greet will have to wait until the next morning to arrange use of the charger.

Bicycles

- Bicycles can be stored within the garden areas of each lodge – there is a locking point available. Guests will need to provide their own chain lock.
- Bikes are used and stored at owners’ risk. Brackenfern Ltd / The Outside-Inn Wirksworth accepts no responsibility for theft, loss or damage caused to bicycles.
- Please do not take bikes inside the lodges.



- There is a cleaning station available to the side of the Ancillary building for you to use for cleaning bikes.
- Cyclists must take care when cycling within the grounds to ensure the safety of themselves and other guests, including dogs.
- Guests bringing bikes are advised to ensure they have adequate insurance including third party liability insurance.
- Please note that some near-by roads can be very narrow in places and may not be safe for cyclists to be two-abreast – on-coming vehicles may not have space to pass safely.

Dogs/other pets

- One well-behaved dog is permitted in each lodge at a charge of £20/stay cash on arrival. Requests for additional dogs or other pets will be considered on a case-by-case basis – please contact us in advance of making your booking.
- There is no charge for registered assistance dogs.
- Please let us know if you intend to bring a dog with you.
- The lodges **do not** have secure gardens therefore pets must always be supervised and kept under close control. A tethering point is available in the garden area for securing your pet while you are outside.
- Pets **must not** be left unattended in the lodge and **are not allowed** on the furniture.
- There is a cleaning station available to the side of the Ancillary building for washing mucky paws and dog towels provided for your use – please do not allow your pet to enter the lodge dirty.
- There are often sheep with lambs in next-door fields (including in areas where there are public footpaths) and the sheep often graze our woodland.
- Sheep may also get into our field at times, please be aware and let us know if you see them so we can contact the farmer straight away.
- It is imperative that **dogs are not allowed** to access the woodland, escape onto neighbouring property or to chase sheep. Pregnant ewes may miscarry lambs from stress, lambs can become separated from their mothers or die from the stress of being chased and unfortunately dog attacks on sheep are not uncommon – including by breeds of dog not usually considered aggressive. **Dogs must always be kept on leads near livestock.** Out of control dogs observed worrying sheep are at risk of being shot by the farmer or shepherd.
- Guests who bring a dog (or other pet) are responsible for the behaviour and safety of their animals. Brackenfern Ltd / The Outside-Inn Wirksworth will not be held responsible or liable for any damage caused by, or harm caused to guests' pets – responsibility lies solely with the pet owner or guest supervising them. Guests are advised to ensure they have adequate insurance to cover their animal, including third party liability insurance.
- Guests are expected to clean up after their animals, including all faeces being picked up and disposed of in the allocated bin (including biodegradable bags). Pet hair should be removed from furniture and the floor prior to check out.
- Guests with pets observed not picking up their pet's faeces / disposing of it appropriately or whose pet causes a nuisance to other guests (such as incessant barking) may be asked to leave the site and forfeit the cost of their stay.



Smoking

- **No smoking or vaping** is allowed inside the lodges.
- Smoking and vaping are permitted outside but must occur at least 1.5m away from the lodge to ensure no smoke or embers can enter the lodge to reduce the risk of fire and prevent any lingering smell of smoke.
- Cigarettes/cigars etc must be disposed of safely using the bins provided.
- An additional clean-up fee will be charged in the event of a lodge smelling of smoke or any littering of discarded cigarette ends being evident.
- Please do not allow smoke to cause a nuisance to other guests.
- Please be mindful that after periods of dry weather the field and woodlands could be at risk of forest-fire. Please keep to the gardens or communal areas and be extra vigilant to dispose of smoking items appropriately.

BBQs

- BBQs are available to hire for £5. This includes charcoal and cooking utensils. Disposable BBQs are not to be used on site.
- BBQ's may only be used in the designated areas and must not be taken inside the lodges due to the risk of fire and CO poisoning.
- Please do not allow BBQ smoke to enter the lodge – keep windows and doors closed if necessary. An additional clean-up fee will be charged in the event of a lodge smelling of smoke.
- Please place dirty BBQs to the side of the ancillary building for us to collect and clean – please do not attempt to clean them in the kitchen sink or ensuite. If you wish to use the BBQ again, please let us know.

External light

- The countryside location with nearby woodland means that external lighting in communal areas is limited to the use of PIR sensors and small solar lights to reduce the impact of light pollution on nocturnal wildlife.
- You may therefore find it helpful to bring a torch or headtorch for use after dark.
- The lodges do have a torch that also acts as a night light and emergency lighting. You are welcome to use this but please make sure it is returned after use and before check-out. If you do not want the night light, please remove the torch from the holder (then turn it off) but be aware this will prevent the emergency lighting function.
- Light pollution also impacts on our ability to see the stars. Please consider limiting the use of the outside patio lights to preserve the enjoyment of the night sky for all guests and reduce the impact on wildlife.

Site grounds and woodland

- The site is shared with our home and garden – these areas are private, and we respectfully ask that guests do not enter our garden or approach the house, unless in an emergency. We are often out and about around the site – please feel free to come up and have a chat or contact us on the telephone numbers provided.
- Please note that the historic, cattle-farming nature of the site means that hazards such as barbed wire and uneven ground may still be evident – all guests are advised to take care when accessing the grounds, especially the periphery where barbed wire fencing is still present. We are in the process of tidying up the wider site - please let us know if you have any concerns.



- Please **not enter** the woodland (through the gate at the bottom of the hill) – there are some very steep slopes and drops and the ground can be very slippery after wet weather. There is historic barbed wire fencing and other hazards lying on the ground that may be obscured by vegetation.
- The woodland is private land and does not have a public right of way. Brackenfern Ltd / The Outside-Inn Wirksworth accepts no liability in the event of illness or injury caused by accessing the woodland area - entry is done so explicitly at your own risk.

Additional guests, day visitors and children

- All our lodges sleep a maximum of 2 adults (18+) sharing. Under no circumstances are additional overnight guests allowed without prior written agreement.
- If found to be overcrowding the accommodation, guests may be asked to leave the site and forfeit the cost of their stay. We may also issue a charge to your pre-authorized card, up to the maximum authorised (or keep your cash deposit) to cover any additional costs incurred.
- If you would like your friends and/or family to visit during the day, please let us know in advance so that car parking arrangements can be made. Time limits apply.
- Requests for older, well-behaved children to stay overnight or to visit as day guests may be considered on an individual, case-by-case basis and is at our discretion – please contact us prior to booking.
- For the comfort of all our guests, babies and very young children are not permitted.
- Children will remain the responsibility of their parent or supervising adult. Brackenfern Ltd / The Outside-Inn Wirksworth will not be held responsible or liable for the safety of children within the lodge or grounds.
- Children must always be supervised, must not disturb other guests and not be allowed to cause damage to the lodge or grounds.

Group bookings and exclusive hire.

- We are happy to accept group bookings, including for sensible hen or stag parties, by prior arrangement only – please contact us to discuss your requirements.
- Where possible groups will be accommodated in adjacent lodges.

Security deposit

- A £100 refundable security /breakages deposit is taken in cash or via Bacs transfer at check in.
- If you are unable to provide the deposit or transfer funds at check in you will not be provided keys to your lodge, forfeiting the cost of your stay.
- The deposit will only not be returned in full at check-out if additional charges are required, for example, EV charging, an additional cleaning fee, or in the event of significant damages being caused to the lodge or its' contents.
- By accepting our terms and conditions, you accept that you are responsible and liable for any breakages or damages that you, a member of your party, or any dog / animal you bring on site, cause to the accommodation, lodge contents, gardens, communal areas or the wider site.
- We understand that food and drink spills and breakages do happen from time to time – please contact us straight away in the event of damage caused or if there's a risk of the furniture being stained, so that we can mitigate this as soon as possible. We do not intend to charge guests for the odd broken cup, but we do reserve the right to charge



where necessary to cover additional costs incurred due to guests' negligence or intentional harm to our property.

- Fees charged for additional cleaning and/or damage start at £20 but are dependent on the individual circumstances and whether external agencies are required to mitigate the cause for concern, however, where necessary additional charges will be reasonable and proportionate to the situation and not punitive.

Cancellations made by you

- Cancellations made more than 28 days (via Booking.com) or 4 weeks (website bookings) prior to your arrival date will be refunded in full, minus the 10% non-refundable deposit admin fee.
- We understand that circumstances change, and emergencies occur. If you do have to cancel your holiday with less than the above notice period, then please let us know as soon as possible. We will try our best to re-let the accommodation - if we can re-let your holiday dates, we will refund you the balance from the amount we can let the accommodation for, minus the non-refundable deposit.
- Please be aware that last-minute cancellations may not be able to be re-let, or if they are, this may have to be at a considerable discount and therefore the refund amount may be less than you paid (and will always be minus the 10% deposit).
- Cancellations made within 48 hours of your scheduled arrival are 100% non-refundable.
- If you would like to change the dates of your booking, we will do our best to accommodate your request but cannot guarantee alternative dates.
- Date changes within 4 weeks of your original booking are subject to a 10% admin charge. Repeated requests to change dates or those made within 48 hours of your arrival date may be declined. Refunds will be dependent on our ability to re-let the accommodation.
- We strongly recommend you have adequate holiday insurance to cover any eventualities that may impact your booking.

Cancellations made by us

- Brackenfern Ltd / The Outside-Inn Wirksworth reserve the right to cancel or make changes to a booking at short notice if, due to unforeseeable circumstances, we are unable to provide safe accommodation, e.g., due to extreme conditions including weather warnings, ill health, fire, supply issues or any other extenuating circumstances.
- If your holiday is cancelled due to **our** own fault, your full payment including the deposit, will be returned.
- If cancelled due to circumstances beyond our control, for example national weather warnings or a national government restriction (e.g., the Covid 19 pandemic), the booking remains non-refundable (in accordance with our cancellation terms above) and we will transfer the reservation to another date at our mutual convenience.
- Brackenfern Ltd / The Outside-Inn Wirksworth will not be liable to pay you compensation.
- We also reserve the right to cancel your stay should the booking have been made due to an administration error on the booking system, e.g., an incorrect price or any other error. We will contact you as soon as any error becomes apparent and if necessary, a full refund including deposit will be given and the booking cancelled.