

Overnight Recreational Stays at Shores Hey Farm

Terms and Conditions

General The use of e-scooters, mountain bikes, skateboards or similar is not permitted on site.

For the comfort of those staying and our neighbours HAPPA respectfully request a curfew of 10pm.

Recreational stays are for those operating a mobile home or campervan, not a towing caravan or tents.

The use of awnings on vehicles is not permitted.

Children and vulnerable adults must be accompanied by a responsible adult at all times at Shores Hey Farm.

Access to the Front Yard men's', ladies and disabled toilets is permitted between the hours of 4.30pm and 11am. All other areas can be accessed during official opening times (Stables, Yard, Play areas from 11am, Café from 9am).

Please obey the 10mph speed limit set to all vehicle movements at Shores Hey Farm. Please use only designated parking areas and roads, **do not** enter the stable yard with a vehicle.

Well behaved dogs are permitted onsite on a lead, including the lower tier of The Café.

HAPPA request that for the safety of your party, and the safety and comfort of the horses and ponies, that you do not enter any of the stable areas or visit the horses in the fields outside of Farm operating hours (11am-4pm).

A water tap is available to fill containers on the Front Yard in front of the toilets.

Waste All waste generated must be disposed of in the correct bins behind The Café building on the morning of departure. Recyclable waste and food waste must be kept separate to general waste as per the labels on the waste bins. Needles and blades or medical waste must be taken from site to the nearest NHS disposal facility.

Dog waste must be disposed of in the Dog Waste bin or general waste. Please use the sanitary products waste bin in the ladies Front Yard toilet, please do not flush products in the toilets or place in the waste bins.

The Café operates a disabled toilet with nappy waste bin, please do not flush nappies in the toilets or place in the waste bins.

Lighting The site is lit by movement operated floodlights outside of daylight hours. It is recommended for movement outside of operating hours headbands/ hats with lights or torches. All toilets operate on light switches.

Times of operation Vehicles to be parked from 4.30pm onwards and no movement of vehicles after 8pm.

Vehicles can be moved from 6am.

Emergencies Firefighting equipment is available inside buildings and can be reached by contacting the caretaker.

An Automatic External Defibrillator is available inside The HAPPA Direct Shop and available by contacting the caretaker.

In the event of an emergency please dial 999 stating address: Shores Hey Farm, Blackhouse Lane, Off Halifax Road, Briercliffe, Burnley BB10 3QU

Fire prevention Smoking and vaping is permitted in the designated Smoking Shelter at the side of the Café car park.

No engine idling at any time, or any vehicles to be switched on and running throughout the duration of a stay.

No campfires or BBQs can be set up at any time.

There is no access to electrical hook-up, and the charging of personal devices must be done in The Café.

Please do not park in any spaces other than allocated parking space, including the blocking of the entrances and exits.

The onsite caretaker will operate a headcount in the event of an emergency; it is vital that we have the names and number of people intending to stay before the day of booking and any changes to this can be made up to 48 hours before your stay.

Personal details HAPPA will hold the details of the lead booker including relevant credit card details to facilitate payment for stay. HAPPA reserve the right to contact the lead person following their stay to arrange payment for any damages to equipment or buildings during the stay. HAPPA may invoice this payment alongside any payment for misappropriation of facilities to the lead person within 7 days of the end of the booking period.

Details of further persons staying will be requested at the time of booking. This information will be kept in order to facilitate a stay at Shores Hey Farm under the UK General Data Protection Regulation and for emergency purposes.

Charges HAPPA reserves the right to implement fines for non-adherence to terms and conditions or for the damage to property or equipment owned by the Charity.

WiFi The wifi password when on site is HAPPACafe1937\$ and is free to use.

Zero Tolerance HAPPA operate a ZERO TOLERANCE policy in relation to aggressive or violent behaviour towards staff or other customers and this could result in the request to leave the premises, a denial of a booking or any future booking with the Charity. No refunds are issued under this policy.

Refunds You can cancel your booking up to 7 days before stay for a 50% refund of any monies paid. This will be issued within 30 days of the cancellation. For late cancellations (7 days or less) HAPPA reserves the right to no refunds in order to continue to provide and service and operate as a charitable organisation.