

# Staying at Compton Abbas Airfield — Terms & Conditions

**Last Updated: 08/08/2026**

These Terms & Conditions apply to all bookings and stays at Top Deck East (4-bedroom accommodation) or Top Deck West (2-bedroom accommodation) at Compton Abbas Airfield (“The Property”), operated by Ashgrove Farmhouse Ltd t/a Compton Abbas Airfield (“we”, “us”, “our” “the Operator”).

By making a booking, the guest (“you” or “the Guest”) agrees to comply with these Terms & Conditions.

## **1. Booking & Payment**

- 1.1. A booking is confirmed once the required payment has been received and the booking has been accepted through the applicable booking platform or directly with us.
- 1.2. The person making the booking must be at least 18 years old and is responsible for ensuring that all members of their party comply with these Terms & Conditions.
- 1.3. The number of guests staying at the Property must not exceed the maximum occupancy stated at the time of booking.
- 1.4. The Property must not be used for purposes other than those stated at the time of booking without our prior written agreement.

## **2. Check-In and Check-Out**

- 2.1. Standard check-in is from 15:00 on the day of arrival.
- 2.2. Standard check-out is by 11:00 on the day of departure.
- 2.3. Early check-in or late check-out may be available by prior arrangement.
- 2.4. Guests must not remain at the Property after the agreed check-out time without prior permission.
- 2.5. Failure to vacate the Property after the agreed check-out time will result in additional charges.

## **3. Use of the Property**

- 3.1. The Property is provided for temporary holiday or leisure accommodation only.
- 3.2. All Guests must treat the Property, its contents, fixtures, fittings and surrounding areas with reasonable care.
- 3.3. Furniture, equipment or other items belonging to the Property must not be removed from the Property.
- 3.4. You must not make alterations to the Property or attach anything to walls, ceilings, doors or other surfaces.
- 3.5. The Property must not be used for any unlawful, commercial or inappropriate purpose.

- 3.6. Parties, events, celebrations or gatherings involving people who are not included in the booking are not permitted unless expressly agreed with us in advance.
- 3.7. Guests acknowledge that the Property is situated on the first floor. These are accessed exclusively by external staircases, which are not suitable for wheelchair users, or those with impaired mobility. Guests with young children must take this into consideration prior to confirming a booking.
- 3.8. Designated parking is provided to the Guest,. Guests must ensure they park vehicles safely and in consideration of other car park users. Guests will comply with Airfield Staff if requested to reposition their vehicle under reasonable grounds. No trailers, campervans, caravans, coaches, or HGVs permitted.

#### **4. Number of Guests and Visitors**

- 4.1. Only the number of guests stated on the booking may stay at the Property.
- 4.2. Visitors who are not included in the booking may only visit with the prior agreement of the Operator.
- 4.3. We reserve the right to refuse additional guests or visitors where their presence would exceed the permitted occupancy or create a safety, nuisance, or security concern.

#### **5. Noise and Neighbours**

- 5.1. Guests must behave considerately and must not cause unreasonable disturbance to airfield visitors, staff, or other Guests.
- 5.2. Excessive noise, particularly between 22:00 and 08:00 is prohibited.
- 5.3. Music, television and other sources of noise must be kept at a reasonable level.
- 5.4. Guests must comply with any reasonable noise restrictions or local requirements applicable to the Property.
- 5.5. Repeated or serious noise complaints may result in the booking being terminated without refund.
- 5.6. Noise generated by the Airfield and Lore of the Sky Restaurant is to be expected between 06:00 and 11:00 daily, including aircraft engine noise, scheduled events, local refuse collection, music, and the general public using hospitality services on the ground floor. Complaints relating to expected noise does not constitute any form of reimbursement.

#### **6. Smoking, Vaping & Naked Flames**

- 6.1. Smoking and vaping is not permitted inside any part of the Property.
- 6.2. Smoking and vaping is permitted outside of the property, solely on the gravelled public viewing patio. Cigarettes, cigarette ends and vaping materials must be disposed in the ash trays provided on the outdoor tables.
- 6.3. Candles, incense, naked flames or similar items are prohibited inside the Property.
- 6.4. Any costs associated with removing smoke odours, burns or other damage caused by smoking, vaping, or naked flames may result in a damage fee being charged to the Guest.

## **7. Pets**

- 7.1. Dogs are the only pets accepted, except by prior arrangement.
- 7.2. A maximum of two dogs are permitted to stay inside the property, only once declared during the booking process, the additional fee per dog is paid in full, and the booking confirmed.
- 7.3. The Guest is responsible for ensuring that the Property is left clean and free from pet-related damage. Dogs can only sleep on the Property beds if the Guest brings their own bedding to use.
- 7.4. Pets must not be left unattended in the Property.
- 7.5. Any additional cleaning or damage caused by a pet may result in a damage fee being charged to the Guest.

## **8. Damage & Breakages**

- 8.1. Guests must report any accidental damage, breakages or defects to us as soon as reasonably possible.
- 8.2. Accidental damage will be considered on a case-by-case basis. Guests must not attempt to conceal damage.
- 8.3. Guests may be liable for the reasonable cost of repairing or replacing items damaged through negligence, misuse or deliberate action.
- 8.4. We will not charge guests for reasonable wear and tear.
- 8.5. Where permitted by the booking platform's terms, reasonable costs arising from damage caused by the Guest may be recovered from the Guest.

## **9. Cleanliness**

- 9.1. Guests must ensure vacant possession of all items by the check-out time, and are expected to leave the Property in a reasonably clean and tidy condition.
- 9.2. Guests must place rubbish in the designated bins and follow any recycling arrangements provided.
- 9.3. Crockery, cookware and other kitchen equipment should be cleaned after use.
- 9.4. Excessive cleaning, including cleaning required as a result of unreasonable misuse of the Property, may incur an additional charge.

## **10. Security**

- 10.1. Guests are responsible for ensuring that doors and windows are secured when leaving the Property.
- 10.2. Keys, automated key fobs, remotes and other access devices must not be given to unauthorised persons or duplicated.
- 10.3. Lost keys or access devices must be reported immediately.
- 10.4. Reasonable costs associated with replacing lost keys, changing locks or replacing access devices may be charged to the Guest.

## **11. Fire & Safety**

- 11.1. Guests must familiarise themselves with the location of fire exits, smoke alarms, fire extinguishers, fire blankets and other safety equipment, such as torches in the event of a Power Cut.
- 11.2. Fire extinguishers must only be used in the event of a fire, to expedite the safe evacuation of the Guests.
- 11.3. Damage to fire safety equipment must be reported immediately.
- 11.4. Fire exits and escape routes must never be blocked or obstructed.
- 11.5. Fire doors must not be wedged open.
- 11.6. Cooking appliances and other electrical equipment must not be left unattended when in use.
- 11.7. Guests must not interfere with, disable or remove smoke alarms, carbon monoxide alarms or other safety equipment.
- 11.8. Any emergency or safety issue must be reported to us as soon as reasonably practicable.
- 11.9. In the event of an emergency, guests should contact the appropriate emergency services and follow the instructions provided by emergency personnel.

## **12. Airfield Operations & Safety**

- 12.1. Guests acknowledge that the Property is located on an operational airfield, which has the potential for operational activity 24/7, and that aircraft movements, vehicle movements, ground operations and other aviation activities may take place during your stay.
- 12.2. Guests must comply at all times with instructions, notices, signage, barriers and directions given by airfield management, staff, operators or other authorised personnel.
- 12.3. Guests must not enter any area displaying “No Entry”, “Restricted Access”, “Authorised Personnel Only” or similar signage, or cross any physical barrier, fence or other restriction.
- 12.4. “Airside” is defined as all areas beyond the wooden or metal fencing, that serves as a perimeter around the public areas (including the viewing patio, events paddock, grass picnic area, car parks, and outside offices). If a Guest is uncertain whether an area may be accessed, they must assume that access is not permitted.
- 12.5. Guests must not access Airside at any time. This includes aircraft parking areas, manoeuvring areas, runways, taxiways, grass operating areas, maintenance areas, refuelling areas, hangars or other restricted areas.
- 12.6. Airfield staff, Members and users make every effort to ensure all airside access gates remain shut. Guests who discover an unsecured airside access gate ensure they do not enter through it.
- 12.7. Airside access is not permitted, with sole exception where a Guest is accessing their own aircraft which is either based at the airfield, or has arrived at the airfield as part of their stay.
- 12.8. Guests who have their own aircraft at the airfield may access their aircraft only for the purpose of accessing, preparing or using that aircraft, and must comply with all applicable airfield procedures and instructions, and must be vigilant to ensure no Foreign Object Debris –

“FOD” is left airside. Access to other areas of the airfield is not permitted unless authorised, which includes other hangars or buildings.

- 12.9. Guests must never approach, touch, enter or interfere with an aircraft belonging to another person.
- 12.10. Guests must keep a safe distance from aircraft, particularly when engines are running or aircraft are manoeuvring. Guests must never approach an aircraft with its engine running.
- 12.11. Aircraft propellers and rotors must always be treated as live and dangerous, whether or not the engine appears to be running. Guests must never walk close to or behind an aircraft or helicopter.
- 12.12. Children must be supervised by a responsible adult at all times when outside the accommodation, particularly where aircraft, vehicles or other airfield operations may be present.
- 12.13. Dogs permitted to stay with the Guest, as confirmed during the booking process, must be well-behaved and on a short, fixed lead at all times when outside of the Property. No pets are permitted to access airside, and must be adequately secured by their lead in the public viewing areas if necessary to be left.
- 12.14. Guests must not feed, disturb or interfere with wildlife on the airfield.
- 12.15. Airfield operations take priority over the convenience of guests. Guests must immediately comply with any instruction from airfield management or authorised personnel to leave, avoid or vacate an area.
- 12.16. Failure to comply with airfield safety requirements may result in the Guest being required to leave the relevant area or, where the breach is serious or repeated, the Property and/or airfield without refund, subject to applicable law and the terms of the booking platform.
- 12.17. Guests acknowledge that an operational airfield presents inherent hazards which may not be present at ordinary holiday accommodation, including aircraft movements, propellers, vehicle movements, uneven ground, noise, weather conditions and other aviation-related hazards.
- 12.18. Guests are responsible for ensuring that all members of their party and any visitors are made aware of these requirements and comply with them at all times.

### **13. Children**

- 13.1. Children must be supervised by a responsible adult at all times.
- 13.2. Guests are responsible for assessing the suitability of the Property and its facilities for children in their party.
- 13.3. Guests must not allow children to access areas that are unsafe or not intended for guest use.
- 13.4. Guests and their children must not treat the outdoor areas as a playground. Climbing on all object, including fences, furniture, structures and tables; ball games and activities with loose articles, such as paper kite-flying, model aeroplanes, are strictly prohibited.

#### **14. Photography, Filming & Drones**

- 14.1. Photography and filming must not interfere with airfield operations or the privacy, safety or security of other persons. Guests must comply with any restrictions imposed by airfield management and are prohibited from entering restricted areas to obtain photographs or video footage.
- 14.2. Remotely piloted drones, and other unmanned aerial systems & vehicles, are prohibited on the airfield.

#### **15. Personal Belongings**

- 15.1. Guests are responsible for their own personal belongings during their stay.
- 15.2. We recommend that valuables are not left unattended.
- 15.3. We cannot accept responsibility for loss, theft or damage to personal belongings except where liability cannot lawfully be excluded.
- 15.4. Items left behind after departure will be retained for a reasonable period where practicable. Any cost of returning items may be payable by the Guest.

#### **16. Maintenance & Access**

- 16.1. The Operator may need to enter the Property during your stay for essential maintenance, safety inspections, emergencies or other reasonable purposes.
- 16.2. Except in an emergency, we will provide reasonable notice before entering the Property wherever practicable.
- 16.3. Guests must allow reasonable access for essential repairs, maintenance or safety matters.

#### **17. Utilities & Equipment**

- 17.1. Heating, electricity, water, Wi-Fi and other facilities are provided for normal domestic use.
- 17.2. Guests must not deliberately misuse or overload electrical systems or equipment.
- 17.3. Temporary interruption to utilities or facilities caused by circumstances outside our reasonable control will not normally constitute a breach of these Terms & Conditions.
- 17.4. The available Guest Wi-Fi is provided as a convenience and availability cannot be guaranteed at all times.
- 17.5. Guests must not use the Property's internet connection for unlawful activities, copyright infringement, harassment, hacking or any other prohibited activity.
- 17.6. Guests are responsible for the security of their own devices and information when using the internet.

#### **18. Complaints & Problems During Your Stay**

- 18.1. Guests should report any problem with the Property to the Operator as soon as reasonably possible so that we have an opportunity to resolve it.
- 18.2. Where a fault or issue can reasonably be rectified during the stay, we will make reasonable efforts to do so.

18.3. Guests should not arrange repairs or engage contractors themselves without our prior agreement, except where immediate action is reasonably necessary to prevent serious damage or protect safety.

## **19. Cancellation**

19.1. Cancellation terms will be those stated at the time of booking and/or imposed by the booking platform through which the reservation was made.

19.2. Where the booking is made through a third-party platform such as Airbnb or Booking.com, the platform's applicable cancellation policy will apply.

19.3. Guests are responsible for reviewing the applicable cancellation terms before making a booking.

## **20. Termination of Stay**

20.1. We reserve the right to terminate a Guest's stay where there is serious or repeated breach of these Terms & Conditions.

20.2. Grounds for termination may include, but are not limited to:

- 20.2.1. deliberate or significant damage to the Property;
- 20.2.2. serious nuisance or disturbance;
- 20.2.3. exceeding the agreed occupancy;
- 20.2.4. unauthorised parties or events;
- 20.2.5. illegal activity, including under the Civil Aviation Act 1982;
- 20.2.6. smoking where prohibited;
- 20.2.7. threatening, abusive or violent behaviour;
- 20.2.8. interference with fire or safety equipment; or
- 20.2.9. conduct that creates a significant risk to people or property.

20.3. Where a stay is terminated due to the Guest's breach of these Terms & Conditions, the Guest may not be entitled to a refund for the unused portion of their stay, subject to applicable law and the booking platform's terms.

## **21. Liability**

21.1. Nothing in these Terms & Conditions excludes or limits liability that cannot legally be excluded or limited under UK law.

21.2. Subject to the above, we will not be responsible for loss or damage arising from circumstances outside our reasonable control.

21.3. Guests remain responsible for their own actions and for the actions of members of their party and visitors.

## **22. Personal Data**

22.1. Personal information provided in connection with a booking will be handled in accordance with our Privacy Policy and applicable UK data protection legislation.

22.2. Personal information may be shared with booking platforms, service providers or authorities where reasonably necessary to administer the booking, provide services, comply with legal obligations or protect the safety and security of guests and the Property.

### **23. Changes to the Property**

23.1. We reserve the right to make reasonable changes to the Property, its furnishings, facilities or services where necessary for maintenance, safety or operational reasons.

23.2. Where a significant change materially affects a confirmed booking, we will make reasonable efforts to notify the Guest.

### **24. Events Outside Our Control**

24.1. We will not be liable for failure to provide accommodation or facilities where this results from circumstances beyond our reasonable control, including but not limited to severe weather, fire, flooding, utility failures, government action, industrial action, public health emergencies or other unforeseen events.

### **25. Governing Law**

25.1. These Terms & Conditions are governed by the laws of England and Wales.

25.2. Any dispute arising in connection with a booking or stay will be subject to the jurisdiction of the courts of England and Wales, subject to any mandatory rights the Guest may have under applicable law.

### **26. Acceptance of These Terms**

26.1. By making or accepting a booking, the Guest confirms that they have read and agree to these Terms & Conditions.

26.2. The Guest is responsible for ensuring that all members of their party are aware of and comply with these Terms & Conditions.

Top Deck East & Top Deck West, Compton Abbas Airfield

Ashgrove Farmhouse Ltd t/a Compton Abbas Airfield

stay@comptonairfield.com

01747 811767

www.comptonairfield.com

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