1. Your use of our EV charger requires acceptance of these Terms and Conditions.
2. The use of the EV charger is chargeable over and above any holiday accommodation booking cost.
3. The EV charger is available on a first come first served basis.
4. Our EV charger has no captive cable and has a ‘Type 2, universal charger socket’ – it is your responsibility to bring a suitable cable and/or adapter to suit your car.
5. While we will make reasonable endeavours to ensure that the EV charger is operational, we cannot guarantee that this will always be the case.
6. The use of this charger is at your own risk and Helme Pasture Lodges and Cottages will not be liable for any damage or injury to you or your car due to incorrect use.
7. If there is any physical damage to the EV charger – do NOT use and please inform us without delay!

 **Before charging**

1. The EV charger is operated using an RFID card, which must be requested from Helme Pasture, ideally at least 72 hours prior to your arrival as this needs to be set up to log your usage. The RFID card must be returned to us as soon as it is no longer required i.e., before or at the end of your stay.
2. 2 charging bays are available at the rear of the two lodges, but only 1 car can be charged at any one time
3. **Bay 1** is only accessible via the main farmhouse front drive and must only be used as a customer car park whilst waiting to use the EV charger
4. **Bay 2** is accessible only from the lodge car park and must not be used as a regular customer car park unless it is known that the EV charger will not be required by other lodge users.
5. Once EV charging is complete, please move the charged car to another parking spot as soon as practicable, freeing up the bay for other potential users (refer to point IV)

 **Charging**

1. Connect the charging cable first to the car and then to the EV charger
2. Present the RFID card in front of the charger – you should hear a fairly quiet ‘beep’ once accepted.
3. Charging should commence; however, load balancing/grid output software is installed so the charging process may not start straight away. This can be overridden by the silver button on the charger side.

 **How to pay**

1. If you paid for your holiday directly through our Helme Pasture website using our online payment portal, we can take payment using your stored card at the end of your stay with us. We reserve the right to make an additional charge if the RFID card is not returned to us in good working condition.
2. If you booked via another method or you ask us not to use your stored card details, a cash or BACs payment based on your estimated requirements must be made on initial collection of the RFID card with the final amount settled on return of the RFID card. An additional £10 deposit must also be made for the RFID card which will be either refunded or deducted, as appropriate from your final EV charging bill on return of the RFID card in good working condition.

**Our charges**

We base our charges on the total amount of kWh taken, according to our EV charger log and/or our dedicated EV supply meter, rounded up to the next whole kWh.

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| Replacement of lost/damaged RFID card | £10 |
| Minimum charging cost | Equivalent to 15kWh |
| Cost pre kW/h | See our website |