



## **Camping at Sacrewell: Terms and Conditions 2019**

### **Booking and Payments**

Full payment or a 20% upfront deposit is required at time of booking to confirm the booking. Payment can be processed by debit/credit card

All advanced bookings over a Bank Holiday are subject to a minimum two (2) night stay.

Bookings must be made in advance up until 9pm the night before the arrival date. We do not accept bookings on the day or walk-ins, and reserve the right to turn people away who have not booked in advance.

The maximum stay is 7 nights but may be reduced at the discretion of the camping warden.

We reserve the right to refuse access even when a booking has been made.

At time of booking you will be able to select your preferred pitch (electric hook-up pitches only) and we will do our best to accommodate your requests but they cannot be guaranteed and we may reallocate your booking onto another pitch. Our non-electric pitches can be selected on arrival at the park within your allocated field.

Any changes to caravan/tent size or equipment specified at the time of booking will be classed as an amendment to your booking. We cannot guarantee we will be able to accommodate changes to the booking and you may be charged extra.

### **Cancellation and Refunds**

You may cancel the reservation at any time. If a cancellation occurs the following refund policy applies:

Cancellation more than 14 days prior to your arrival– 80% refund

Cancellation less than 14 days prior to your arrival – 30% refund

Cancellation less than 48 hours before arrival – no refund

Refunds will not be given if you decide to cancel your booking or leave the campsite early due to inclement weather, illness or other reasons beyond your control. We recommend that you buy holiday insurance to compensate you in these circumstances.

We may have to cancel or change a booking in a significant way due to events beyond our control (e.g. fire, flood, extreme weather). If this occurs, we will return to you any money paid in respect of the booking, but will not otherwise be liable for any loss caused by cancellation or alteration.



## **Arrival and Departure**

Adherence to the advertised arrival and departure time's forms part of the Agreement and stay that extends beyond this period will be subject to a charge. Extending your stay depends on pitch availability and may not be possible.

No arrivals before 1pm . Please vacate your pitch by 12:00 on the day of departure.

## **Your obligations**

When pitching, on arrival on site, please ensure that your tent/caravan is six metres (about seven large paces) away from adjacent accommodation.

Maximum size of gazebos and pup tents allowed is 2m x 2m and these must fit within your pitch.

Breakages and damages must be reported as soon as is reasonably possible and we may charge you for any camping pitch, facility or site amenity destroyed or damaged.

You must not use the camping pitch for any dangerous, offensive, noisy, illegal or immoral activities or carry on any act that may be a nuisance or annoyance to us or any neighbours.

You must comply with any general regulations relating to our campsite. A summary of these will be found in Reception and in your booking confirmation email.

Barbecues are permitted, provided they are raised off the ground and attended by an adult at all times.

For fire safety, cooking inside tents is NOT permitted and can be lethal due to carbon monoxide poisoning.

Generators and camp fires/fire pits are not allowed.

Bins are located at the back of the Playbarn - please separate your glass and recyclable waste from general waste and use the appropriate bins. Please don't use the bins in the café or the toilet block for large amounts of rubbish.

Please wash your dishes in the designated areas.

Please leave toilet and shower blocks as you would expect to find them.

Please do not climb gates, fences or trees.

Access to Sacrewell Farm and Country Centre is via Reception only, strictly no admittance via gateways or over fences.

Well-behaved dogs are welcome but please make sure they are kept on a lead and you are responsible for any mess, which should be cleared up and disposed of immediately. We reserve the right to levy a fine of £50 if you are seen to not clear up after your dog



### **Noise Policy**

Sacrewell is a relaxed family campsite, so do consider your fellow campers (especially those with children) and keep noise to a minimum after 9pm. We reserve the right to ask guests making excessive noise after this time to leave – no refund will be given

### **Right to evict**

We reserve the right to ask any camper/s who present a danger, menace or disturbance to other campers including excessive noise and failure to adhere to campsite regulations to leave without a refund.

### **Unattended Children**

Children under 16 **must be accompanied by an adult over the age of 16** on the campsite and when visiting the farm. This includes the play area, the Playbarn, the watermill, the café and gift shop. The safety and wellbeing of children remains the responsibility of the parents or legal guardians at all times. Any child that does not have an adult with them will be returned to the parents or legal guardians immediately.

### **Site closure**

In extreme circumstances the site may be closed by the Manager on duty and your pitch will therefore need to be vacated to comply with our Health and Safety procedures. In this instance a full refund for the remainder of your stay will be offered. We will accept no responsibility for finding alternative accommodation and exclude any liability for any cost incurred by you in relation to the alternative accommodation.

Extreme circumstances include but are not limited to:

- A red Meteorological Office Severe Weather Warning for the area of the site or any unpredicted severe weather events
- A health risk to our animals or the public (please note our site is a working farm)
- In the event we have to alter or withdraw any of our facilities/amenities to comply with Health and safety regulations, drought orders, excessive rainfall, etc.

### **Group Bookings – we reserve the right to decline a booking and request a retainer.**

Our site is a family campsite and is not suitable for stag, hen or birthday parties. We ask campers to keep noise to a minimum after 9pm (see our noise policy).

The person who makes the booking is responsible for the rest of the party. The other members of the group should all be directed to read these Terms & Conditions and the Website Campers Information



Groups may be asked to supply a retainer. This will be refunded post departure - any damage / refunds given to other campers following complaints about the Group will be deducted from the retainer prior to any refund.

### **Damages/Goods**

We do not accept any responsibility for loss of or damage to goods, to injury or death of persons, to the extent that such a liability can be lawfully excluded. Cars, cycles, vehicles and tents, together with their contents and any accessories are left at your own risk. We cannot be held responsible for any loss or damage from or to any vehicle / tent or its contents.

### **INDEMNITY**

You agree to indemnify and hold Sacrewell and its employees and agents harmless from and against all liabilities, legal fees, damages, losses, costs and other expenses in relation to any claims or actions brought against Sacrewell arising out of any breach by you of these terms and conditions or other liabilities arising out of your use of this website.

### **SEVERANCE**

If any of these terms and conditions should be determined to be invalid, illegal or unenforceable for any reason by any court of competent jurisdiction then such term or condition shall be severed and the remaining terms and conditions shall survive and remain in full force and effect and continue to be binding and enforceable.

### **DATA PROTECTION**

These terms should be read in conjunction with our privacy policy, which is available at <https://www.sacrewell.org.uk/privacy-policy> and which sets out the terms on which we process any personal data we collect from you or that you provide to us. By making a booking, you consent to such processing and you warrant that all data provided by you is accurate.

To better understand and improve our service, CampStead Ltd may contact you inviting you to leave a review regarding your stay at our park.

As of 25<sup>th</sup> May 2018, the European Union are bringing in a legislation called the General Data Protection Regulation (GDPR), a new Data Protection Law. To comply with GDPR, CampStead Ltd have updated the data capture process at the time of booking for us to gain consent from you to receive potential future marketing information.

### **GOVERNING LAW**

These terms and conditions shall be governed by and construed in accordance with the law of England and you hereby submit to the exclusive jurisdiction of the English courts.