

# HENDRIFTON FARM CERTIFICATED LOCATION

## TERMS AND CONDITIONS

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

### **Membership:**

You must be a current member of the Caravan and Motorhome Club to book a pitch with us and your membership must be active when you stay with us. We may ask to see proof of your membership.

### **Booking Procedure:**

We do not currently offer online booking so please telephone or email us to check availability and make a booking. Bookings cannot be accepted from persons under eighteen years of age.

A deposit of £60 (or full payment for stays of 3 nights or less) is required, with the balance payable on arrival. The deposit/full payment must be paid within 2 days of the booking being placed. We reserve the right to refuse a booking without giving any reason.

### **What's included:**

Electricity up to 10 units (KwH) per night is included within the pitch fee, additional units are charged at cost. You are welcome to use the onsite shower and toilets. There is free wi-fi on the site. We have Biffa commercial waste and can only dispose of everyday rubbish and clean recycling. Please take any of your own broken or large items to the local waste centre.

You are welcome to use an awning but groundsheets are not permitted.

### **How to pay:**

You can pay by bank transfer or we can take debit and credit card payments by phone. Cheques should be made payable to 'Hendrifton Farm'.

### **Guest Numbers:**

The pitch fee includes up to two people and the maximum number of persons (including children and babies) occupying each pitch must not exceed 6. There is a charge for extra guests. If you wish to invite additional visitors to visit you during your stay, please ask us first.

Please be advised that no extra overnight visitors are allowed to stay without our prior consent.

### **Pets:**

We welcome up to 3 small or 2 medium/ large dogs per pitch, additional dogs may be allowed at our discretion. Dogs must be kept under close control at all times due to our location in a farming community. Please pick up after your dog, dog poo bags and bins are provided in the caravan field and Bob's field. You must tell us if you need to leave your dog in your unit unattended at any time.

You are responsible for your dog and you will be charged for any damage caused by your dog.

Cats, tortoises and other pets are accepted at our discretion.

### **Arrival and Departure:**

The pitch is available from 2pm on day of arrival and should be vacated by noon on day of departure.

**Cancellation:**

We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

In the event of a cancellation by you up to 30 days before arrival we will transfer the deposit to an alternative date, alternatively a refund will be offered if we are able to relet all the pitch nights. Cancellation within 30 days of arrival will result in loss of the total paid (unless we are able to relet all pitch nights). No refund will be given for days of the holiday not taken (i.e. you go home early or arrive at a later date than booked). Any refund will be paid less a 5% booking fee.

Cancellations must be made in writing by the person who made the original booking and once received we will confirm the cancellation.

If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.

If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.

**Injury and Damage:**

The Owners accept no responsibility for personal injury to guests, their pets, or loss or damage to their property. Your vehicle contents and personal belongings are left on the premises at your own risk. The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.

**Standards of behaviour:**

We ask all guests to have appropriate respect for other guests and our neighbours. Any unnecessary or excessive noise, disturbance, or nuisance could lead to the Owners asking you to leave the premises immediately with no refund. Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.

The flying of drones or other radio controlled items is not allowed without our permission. We live in an internationally recognised Dark Skies Area and request that you avoid the use of decorative external lighting (such as flagpoles). The use of any sort of generator is not permitted.

**Smoking:**

Smoking or vaping is not allowed in the information area, shower or toilets.

**Data Protection:**

We will never pass on your details to any other organisation or third party. Please refer to our Privacy Statement.

**Wi-Fi**

The guest agrees to reasonable and lawful usage. We are not responsible for any intermittent or slow coverage, or failure in supply. No discount will be offered for failure of free wi-fi.

**Electric Vehicles**

No charging of electric or hybrid electric vehicles is permitted without permission.

**Complaints:**

We treat the satisfaction of our guests as our highest priority, and should you have any cause for complaint during your stay, please do not hesitate to speak to us, the Owners, to see if the matter can be rectified as soon as possible.