

## Campsite Terms and Conditions

These are designed to benefit all campers and set out general standards of conduct and behaviour expected of site users. The proprietors retain the right to refuse admission when this appears to be necessary in the interests of the site occupants. Commercial vehicles are not permitted to stay on the site unless previously agreed in writing. Trading on the site is forbidden except when authorised in writing by the proprietors.

**Bookings** are any day and are from midday of arrival to midday of departure. All visitors must report to reception before occupying their site. Late arrivals must pitch in the play area and not in the main field. Upon departure, ensure that the pitch is left as you would expect to find it on arrival. Deposits are non-returnable. Any receipt of payment should be retained.

**General:** Respect the site, the animals and amenities – do not damage plants, trees or grass – do not dig holes for any purpose – do not drop litter – do not intrude on your neighbour's privacy or pitch.

**Cars** may be driven only directly between the site entrance and the pitch, and must not be driven above 5 MPH. within the site confines. Do not leave the car engine running, or rev unnecessarily, or bang car doors at night.

**Refuse Disposal & Sanitation:** Refuse must be placed in the receptacles provided. Sharp objects or broken glass that could cause personal injury should be carefully wrapped and placed directly in the large bins provided. Chemical toilets and wastewater containers must be emptied only in the places provided for the purpose.

**Children:** Parents or guardians must accompany their children through the farmyard and supervise them at all times.

**Games** which might annoy or inconvenience others are forbidden, except in the designated areas provided.

**Noise, Nuisance and Behaviour:** Your behaviour should not be excessive, noisy or disruptive, especially at night. You must show consideration to, and not impair the enjoyment, comfort or safety of, other guests and staff.

Musical instruments, audio equipment and similar appliances should be used considerately during the day, and not after 10.00pm.

Between the hours of 10.00pm and 7.00am absolute quiet should be observed. Use of foul language and threatening behaviour will not be tolerated. The proprietors' decision as to what constitutes a nuisance is final.

Generators are not permitted unless agreed beforehand in writing.

**Groups** We do not encourage group bookings, because this is not a large site, and groups by their very nature can be disruptive (even unwittingly) to other guests, especially at busy times. Any such booking will be considered on its own merits and we may levy a good conduct bond on the group. This bond will be forfeit in the event of any disruptive behaviour, otherwise it will be returned at the end of your stay.

**Failure to Comply:** We have the right to cancel your booking, or to instruct you or your party to leave the site immediately, without compensation or refund should you not comply with any of our agreement with you, especially the rules and regulations relating to behaviour conduct.

**Dogs** are permitted only if kept on a lead at all times when on the site and are not permitted in any of the buildings or in the farmyard. Every effort must be made to see that dogs do not foul the site. Should this happen the owners must clean up.

**Other pets** must be kept under proper control and must not be allowed to foul the site.

**Damage and Liability:**

The proprietors wish to state they accept no responsibility for any loss/damage/injury to persons or property (including car and contents) whilst on the site.

**Fires/Barbecues:** The lighting of fires is forbidden. Barbecues are permitted, but must not be placed directly on the ground. (Find bricks in front of the toilet/shower blocks, or by the bins).

**Farm Animals:** You may only feed fruit and vegetables to the goats and bread/toast to the chickens. Feeding of any other animals is forbidden.

**Day Visitors:** Day visitors should report to reception on arrival

**Other:** All site and Local Authority rules must be observed.

## Ferry Terms and Conditions

**Times** – We apologise if the times given overleaf differ from that on your booking form, but the ferry companies get booked up very quickly at peak crossing times, If the ferry times stated are not suitable, please contact us and we will try to re-schedule the crossings to a more suitable time

**Booking number** – The reference number is only needed for last-minute bookings, when you do not have tickets. In this case please quote the reference number at the ticket office upon arrival at the Port. Normally we will forward your tickets 20 days prior to your sailing date. On arrival at the ferry port you must have your tickets to hand over before boarding the ferry

**Refunds** - Applications for refunds should be made in writing and will only be considered if presented within 30 days of expiry of the ticket. An administration charge of £5 will be levied in all cases of refunds, but no charge will be made in the event of a change of booking. A re-issue or refund will not be made unless the original ticket is returned.