

CAMPSITE TERMS AND CONDITIONS

1. Definitions

- * "Campsite", "we", "us", or "our" refers to Penn Meadow Farm.
- * "Guest", "you", or "your" refers to the person making the booking and all members of their party.
- * "Pitch" refers to the allocated space for a tent or camper van brought to the site by you.
- * "Bell Tent" refers to pre-existing tent that can be booked directly with us.

2. Booking and Payment

- 2.1 All bookings must be made by a person aged 18 years or over.
- 2.2 Full payment is required at the time of booking to secure your reservation.
- 2.3 Should a full payment not be made for any reason then any outstanding balance must be paid in full prior to arrival.
- 2.4 We reserve the right to cancel bookings where payment is not received within 48 hours prior to arrival.

3. Cancellation and Refund Policy

- 3.1 Cancellations must be made in writing (email accepted).
- 3.2 Cancellations made within 72 hours before arrival may be eligible for a partial refund.
- 3.3 No refunds will be given for:

- * Late cancellations
- * Early departures
- * No-shows
- * Poor weather

3.4 We strongly recommend that guests obtain suitable travel insurance.

4. Arrival and Departure

- 4.1 Check-in time is from 2pm pm on the day of arrival.
- 4.2 Check-out time is by 11 am on the day of departure.
- 4.3 Early arrivals or late departures must be agreed in advance and may incur additional charges.

5. Pitch Allocation

- 5.1 There are no set pitches in the camping field and it is recommended that if your group is larger than 8 people, to inform us beforehand
- 5.2 Only one tent is permitted per pitch unless otherwise agreed.
- 5.3 The maximum number of occupants per pitch must not be exceeded.

6. Site Rules and Conduct

6.1 Guests must behave in a respectful manner towards other guests, staff, and the surrounding environment.

6.2 Quiet hours are observed between 10:00 pm and 8:00 am.

6.3 Excessive noise, anti-social behaviour, or illegal activities will not be tolerated.

6.4 Children must be supervised at all times.

6.5 In the event that any of the site rules are breached, we reserve the right to terminate your stay with us immediately.

7. Vehicles

7.1 Vehicles must adhere to the on-site speed limit (typically 5 mph). Please be aware there are animals, children and other campers in the field.

7.2 Parking is permitted next to where you pitch.

7.3 We do not allow any driving across the camping field after dark. If you are to check in late, please notify us beforehand and we recommend that you pitch up on the edge of the camping field.

7.4 Once parked, we recommend only driving across the camping field if absolutely necessary.

8. Fires, BBQs, and Safety

8.1 Open fires are only permitted in designated areas or approved fire pits.

8.2 BBQs must be raised off the ground and used responsibly.

8.3 Guests must not leave fires or BBQs unattended.

8.4 Fire safety instructions must be followed at all times.

9. Pets

9.1 Pets are permitted.

9.2 Dogs must be kept on a lead at all times or under control at all times.

9.3 Owners must clean up after their pets.

9.4 We reserve the right to refuse certain animals or limit the number of pets per booking.

10. Facilities

10.1 Shared facilities must be used responsibly and left clean after use.

10.2 Any damage to facilities must be reported immediately.

10.3 We reserve the right to charge for damage or excessive cleaning.

11. Liability

11.1 Guests are responsible for their own property and personal belongings.

11.2 We accept no liability for loss, theft, or damage unless caused by our negligence.

11.3 Guests are responsible for any damage or injury caused by themselves or members of their party.

12. Health and Safety

12.1 Guests must comply with all health and safety guidance provided on site.

12.2 Any accidents, hazards, or concerns must be reported to management immediately.

12.3 Emergency procedures must be followed where applicable.

13. Right to Refuse or Terminate Stay

13.1 We reserve the right to refuse entry to any person.

13.2 We may require guests to leave the site without refund if they:

* Breach these Terms and Conditions

* Cause nuisance or danger to others

* Damage property

14. Force Majeure

14.1 We shall not be liable for any failure or delay in performance due to circumstances beyond our control, including but not limited to extreme weather, natural disasters, or government restrictions.

15. Data Protection

15.1 Personal information provided during booking will be processed in accordance with applicable UK data protection laws.

15.2 We will not share your information with third parties except where necessary to fulfil your booking or where required by law.

16. Changes to Terms

16.1 We reserve the right to amend these Terms and Conditions at any time.

16.2 The version in force at the time of booking will apply to your stay.

17. Governing Law

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

17.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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18. Cancellation policy

18.1 If you cancel your pitch 72 hours prior to the check in date, we shall provide a full refund.

18.2 If you cancel your bell tent booking 7 days prior to the check in date, we shall provide a full refund.

18.3 If you cancel your bell tent booking 72 hours prior to the check in date, we shall provide a partial refund but reserve the right to withhold the entirety of the booking fee.

18.4 All cancellations must be communicated with us directly via email or by telephone.

18.5 If you terminate your stay and leave the campsite earlier than your booking check out date, we reserve the right to withhold the entirety of the booking fee.

19. Acceptance of Terms

19.1 By making a booking, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.

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