# Campsite Policy and Terms & Conditions

We at Stubcroft wish you an enjoyable stay. To ensure other campers are also able to, please observe the following campsite policy - anyone consistently breaching these policies or causing a nuisance will be asked to leave without refund. Entry to the site is conditional on accepting the Campsite Policy & our Terms & Conditions. Email return of the booking form will be deemed to be an electronic signature and acceptance of these conditions. We reserve the right to update these terms & conditions as necessary.

**Arrival times:** All campers must call at the reception/shop to check in before pitching. Your pitch will be ready from 1 pm and should be vacated by 12 noon on the day of leaving. (Earlier arrival or later departure may be permitted on request if the campsite is not busy) Please arrive early enough to pitch your tent before sunset. We do not allow any pitching of tents after 9 pm as it causes nuisance to other campers and children who may be sleeping. Pitches may be re-let after 5 pm unless we are notified of later arrival.

**Pitches:** Please pitch between the white marker posts and allow 3 metres between tents for fire safety as per the site pitching diagram displayed on the website and in the reception area. Your pitch size will be reserved according to your booking: if your tent/campervan is larger than the size of pitch you booked we cannot guarantee the extra space and you will have to pay the difference. Gazebos and Event Tents will require extra space to be booked in advance. Please use breathable groundsheets for longer stays.

**Wet Weather:** During periods of wet weather in the best interests of other campers, site safety & to prevent the site from getting muddy, damaged and vehicles getting stuck we may prohibit vehicles from driving on the grass. Cars should be parked in the alternative parking areas. Wheelbarrows & assistance can be provided on request to carry equipment or move caravans to your pitch.

**Noise & Nuisance:** Quiet Hours are between 11.00pm & 8.00am. Entrance gates will be closed between these hours and late arrivals are asked to park outside & walk to their pitch quietly to avoid disturbing other campers and sleeping children. Music is to be kept at a reasonable level, please respect your neighbouring campers and ensure you are not a nuisance to other campers on the site. Please respect other camper's tent space especially when playing ball games etc. Parents are asked to ensure adequate supervision of children especially in the shower & toilet block and ensure they are not a nuisance to other campers. Generators are not permitted on the site. Anyone causing a nuisance after being warned by campsite staff will be asked to leave.

**Children & Parental Supervision:** Parents should ensure children are supervised at all times whilst on the campsite & especially whilst using the shower & toilet facilities for their own safety. Please make sure they are not causing a nuisance to other campers and ensure they do not stray from the camping field where you are pitched or allow them near any farm machinery.

**Group bookings:** We accept a limited number of group bookings provided that all campers in the group respect other campers on the field with regards to noise and nuisance. Groups must have a nominated person responsible for their conduct. For family groups / couples a £20 deposit per tent / 2 people will be due on arrival & refunded if no complaints received / no damage is done. For other groups a £20 per person deposit will be due. Please note that for groups we have a "collective responsibility" policy with regards to noise & nuisance etc. Whilst we do our best to put everyone together for group bookings, at busy times it may not be possible to mix different sized pitches or electric / non-electric pitches as, like most campsites, they are in different areas of the campsite.

**Dogs:** Please keep dogs on a short lead at all times on the site and they are not a nuisance to fellow campers. Ensure any mess is cleared up immediately and do not leave your dog unattended on the site at any time. Dangerous breeds are not permitted.

**Barbecues & Campfires:** We allow Barbecues and Campfires subject to certain safety conditions, please see the Campfires page on our website. Please notify reception on arrival if you intend using a BBQ or having a campfire. At certain high fire risk times campfires may not be permitted for safety reasons. Barbecues and campfires are allowed in suitable steel containers only, set at least 18-24 inches (60cm) off the ground so they do not damage or burn the grass and at least 2m from hedges, tents or cars. You may bring your own BBQ or firepit providing they comply, or you can hire one from reception. No fires to be lit on the ground under any circumstances. Any damaged pitches may incur a re-seeding fee. Please place firepits & disposable barbecues on blocks which may be found by the entrance of each section and return blocks after use. No firewood is to be collected or cut from the farm or surrounding areas and lanes – firewood & kindling are available from the campsite shop or you may bring your own. Ash must be placed in the metal ash bins after use – under no circumstances must hot ashes / disposable BBQ's be placed in the rubbish bins as they may cause a fire.

**Waste Disposal & Recycling:** All recyclables must be sorted into the correct bins. Stubcroft Farm is run on sustainable, environmentally friendly grounds and we ask that all campers respect that ethos. To preserve the countryside for future generations and ensure that you can enjoy this area for your future visits, we ask that campers try to minimize environmental damage and landfill by waste reduction & recycling. Bins are for domestic waste only please do not leave large items such as damaged gazebos, tents or furniture.

**Health and Safety:** We take the well being and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the site is 5mph for all vehicles inc. electric & standard bicycles and scooters. PLEASE DRIVE SLOWLY.
- All vehicles must confirm to the Road Traffic Act and have current tax, MOT and insurance.
- Lorries or other commercial vehicles are not allowed onto the site.
- No recreational vehicles can be used on the site. This includes motorized scooters, ATV's and similar.
- No businesses or any other work is to be undertaken on the site.
- Please ensure that you wash your hands after handling any lambs or livestock or after using ecoloos and flush toilets.
- Please keep away from working areas of the farm, any tractors/machinery, or farm buildings. Do not enter fields with livestock or crops and ensure children are supervised by parents at all times.

**Cancellation & Refund Policy:** Please note the following refund policy will apply in the event of cancellation by the customer. For cancellations with more than six weeks' notice 75% of the total booking fee will be refunded, for less than six weeks' notice 50% of the total booking fee will be refunded, for less than four weeks' notice 25% of the total booking fee will be refunded, for less than two weeks' notice 10% of the total booking fee will be refunded and for bookings with less than one weeks' notice or 'no-shows' on the day, no refund will be due. If you wish to change the dates of your booking, this may be possible subject to availability & a £10 re-booking administrative fee. If you leave your pitch earlier than booked, no refunds can be given. All refunds will be subject to our normal terms & conditions on our Campsite Policy page. We strongly advise that you take out suitable holiday insurance to cover your camping holiday at Stubcroft.

**Force Majeure:** Stubcroft Campsite Ltd. are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking due to circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). Any bookings within a "force majeure" period will be carried forward in full to such time as the campsite is able to re-open.

**Liability:** Stubcroft Farm Campsite is used by all persons at their own risk & insurance - we are a working farm & parents should ensure children are under supervision at all times & not allowed to stray from the camping field or allowed near any farm machinery. Parents should also ensure that children are supervised whilst using the shower & toilet facilities. Do not leave valuable items in your tent and check you do not leave rings or other valuables in shower rooms or washing sinks. If any items are found in shower rooms, please hand them in to the reception/shop. If you have misplaced an item, email us and we will do our best to get it back to you.