

# Bedgebury Camping Terms and Conditions

Updated 2024

It is deemed that anyone who books and pays for a stay at Bedgebury Camping - either for themselves or on behalf of others - has read and is in agreement with the following terms and conditions. Please see below.

## Liability

Bedgebury Camping will not accept any liability of any description for any person or property using the campsite or the surrounding area. It is your responsibility to look after your possessions, person and minors throughout your stay. Visitors are advised to obtain appropriate insurance cover for the duration of your stay.

Unless required by law, we will not be liable to you for any indirect or consequential losses, loss of profit, loss of business or loss of goodwill and our maximum liability shall be no more than to refund the amount paid by you for the holiday.

We shall have no liability to you for any failure to perform any of our obligations under the contract if, and to the extent, that the failure is caused by matters outside of our control, including (but not limited to) by act of God, Governmental restriction, pandemic, health risks, condition or control or by reason of any act done or not done pursuant to trade dispute, shortages of labour or materials or breakdown of machinery or any other matter ("force majeure").

By its very nature Bedgebury Camping is a campsite in a natural environment and we are working to preserve and enhance the woodland, its biodiversity and create a sense of freedom, which is part of the charm. There are natural hazards such as streams, tree roots and wildlife habitats to be aware of. There is limited artificial lighting after dark.

By booking and coming to the campsite you agree to be responsible for your children and your own welfare and to take all reasonable precautions against personal injury, injury to others and damage to the woodland, resulting from fire and litter.

## Camping fields

The field you camp in will be pre-determined by Bedgebury Camping. We will try to put groups of a similar size/composition in the same field. This change has been brought about as a result of customer feedback and our own experience of running the campsite.

It will not be possible for customers to reserve areas or request a particular field to camp in either at the time of booking, before arrival or on arrival. Once a field has been allocated by us, it is our policy that requests to change field will be declined unless specific circumstances have changed.

## **Noise and behaviour**

Campers are asked to be considerate of others and refrain from causing late night/early morning disturbances or noise. Use of loud, foul or intimidating language or behaviour will not be tolerated. Young persons must be in their own accommodation by 10pm.

Amplified music or electronic music from stereos/radios/mobile devices, played at any volume, and loud musical or percussion instruments are not permitted at any time anywhere on the campsite.

## **Health and safety**

### **General**

- It should be noted that Bedgebury Camping is situated on a working farm. We have taken reasonable steps to minimise risks on this campsite, however, this does not mean the campsite is risk free.
- The campsite is surrounded by land which is not part of the campsite and which includes unmarked areas of open water.
- Due to the extensive nature of the campsite, and the ambience of the area, we do not provide artificial lighting. To ensure your safety you should bring a torch to help you when walking after dark.
- A stream runs alongside the campsite. There is a naturally occurring risk of Weil's disease as a result. Paddling in the stream is also not advised due to the risk of hidden sharp objects.
- Outdoor footwear appropriate for the weather and environmental conditions is strongly advised at all times while on the campsite.
- Anyone who acts in a manner which is deemed to put themselves or others at risk whilst on the campsite will be asked to leave.

### **Campfire use and fire hazards**

- We permit campfires on this campsite, but they remain the responsibility of the camper.
- Campfires on this campsite are only permitted if contained in a metal fire pit.
- Please ensure children do not go near campfires or other heat sources unsupervised.
- Campfires should not be left unattended at any time and should be safely extinguished after use.
- Hot ash/hot coals should not be discarded on to the ground after use. Once cooled, ash/coals should be emptied into ash bins provided.
- No materials, other than suitable fire wood, should be used on campfires. Petrol / other accelerants should not be used.
- All fires should be kept small. 'Bonfires' where the flames are in excess of 1m from the ground are not permitted at any time.
- A water supply should be kept close by to use in an emergency.
- All matches/cigarettes should be safely extinguished.
- Fireworks and sky lanterns are not permitted
- If you have any concerns please speak to your local fire station for the best advice on safely managing campfires.

## Vehicles

- Drivers should proceed with extreme caution at all times whilst on the campsite.
- Everyone on the campsite should be aware of vehicles in/around the camping fields and take steps to remain safe.
- Vehicles should not exceed 10mph on the campsite.
- Vehicle owners are responsible for their vehicles at all times whilst on the campsite and should ensure they are safely parked when not in use.

## Booking

Even though Bedgebury Camping is a large campsite, we restrict the number of pitches that we make available. It is possible that we will reach our pre-set limit on certain dates a number of weeks in advance. When this happens we close our booking system for those dates.

Priority of access to the campsite as well as the camping field will always be given to those who have made an online confirmed booking.

There are 3 different booking statuses:

**Saved Enquiry** – a costing generated by the Bedgebury Camping booking system. It is not a booking and there is no obligation to continue to a Secured Quote or Confirmed Booking. It will be kept on the Bedgebury Camping system for 7 days from the day it was saved and then it will be deleted from the system.

**Secured Quote** – a costing generated by the Bedgebury Camping booking system for which a 30% non-refundable deposit on the camping fee has been received by Bedgebury Camping. A Secured Quote will be cancelled by Bedgebury Camping if the balance payment is not received in line with the terms and conditions of payment set out below.

**Confirmed Booking** – a booking where 100% of the total cost has been received by Bedgebury Camping, in line with the terms and conditions of payment set out below.

## Deposits

A non-refundable deposit of 30% on the camping fee is required for all pre-booked camping breaks. We are not able to 'reserve' space on the campsite while awaiting deposit payment. **We, therefore, encourage you to carefully consider the length and size of your booking prior to committing to making a booking as deposits are non-refundable.**

If once a deposit has been paid and the booking subsequently increases in size or length, Bedgebury Camping reserves the right to treat 30% of the new booking value of the confirmed booking as the non-refundable deposit element.

We appreciate that unexpected events occur, however, we cannot offer deposit refunds on bookings which are cancelled even if this is done because of ill health, Covid 19, family matters, work commitments, travel problems or bad weather. However, we will try to accommodate requests to transfer the deposit amount paid to another set of dates within the

same camping season, however, this may not be possible and will depend on availability at the time of the request. Deposits paid cannot be 'rolled-over' to another year.

## **Single Night Supplements**

It is possible to book one night at Bedgebury Camping. There is a single night supplement of 25% which is incurred when only one night's stay is booked. Single night bookings can be increased in length at which point the cost of each night will incur the standard nightly charge.

## **Balance Payments**

Full payment of a booking made online is required 14 days prior to the date of arrival. If full payment has not been received 14 days prior to the arrival date, the booking will be cancelled by Bedgebury Camping and no refund of the deposit provided. For bookings made 13 days or fewer prior to the date of arrival, immediate payment of 100% of the total booking cost is required. If this is not received no booking will be generated and the enquiry will be deleted from our system.

## **Payments resulting in non-standard banking charges**

Where customer payments made to Bedgebury Camping result in a non-standard banking charge (for example a returned cheque), the full cost of this will be re-charged to the customer. This could result in the collection of payment for your stay plus the penalty (balance outstanding) after the date of your camping trip, notification of which will be sent to you by e-mail. Where payment is not made within 30 days of notification, interest will be charged at 25% APR on the balance outstanding.

## **Cancellation - by the customer - of a Confirmed Booking 14 days or more prior to arrival**

If a Confirmed Booking is cancelled by the customer 14 days or more prior to arrival, the 30% deposit already paid on the camping fee will not be refunded, but there will be a refund of the remaining balance minus the payment processing fee and any admin charges. If activities are on the booking see below for further details.

Please note the above refund policy does not apply to bookings which have been moved, at short notice, from their original dates to new dates 14+ days hence, and then cancelled.

## **Cancellation - by the customer - of a Confirmed Booking 13 days or fewer before arrival**

If a Confirmed Booking is cancelled by the customer 13 days or fewer prior to arrival, no refund in respect of the deposit or camping fee will be provided. All requests for refunds, for whatever reason (including ill health, Covid 19, family matters, work commitments, travel problems and bad weather) will be declined.

We will try to accommodate requests to transfer the balance amount paid to another set of dates within the same camping season although this is dependent on availability at the time of request. We cannot 'roll-over' monies paid into another year.

Where it is possible during the above period to amend a booking to new dates in the same season, no refund will be provided if the amended booking is then cancelled by the customer.

## **Cancellations by Bedgebury Camping**

If we have to close the campsite due to Government restrictions, we will provide a refund to customers whose bookings have to be cancelled. The refund will comprise the full amount paid by the customer minus any processing or admin charges incurred by Bedgebury Camping.

Where our own individual circumstances dictate that we have to close our campsite for a period for any reason leading to booking cancellations, we will try to offer alternative dates or a full refund if no suitable alternative dates can be found.

## **Booking Reduction – by the customer - of Confirmed Bookings 14 days or more prior to arrival**

If a confirmed booking is reduced by the customer in any way 14 days or more prior to the arrival dates, we will calculate the new cost of the entire booking and the amount of any refund due. The original deposit amount paid will remain unchanged and unrefundable. A refund will be calculated in respect of the new 'balance' amount and will be subject to bank processing fees and admin charges.

Please note the above refund policy does not apply to bookings which have been moved, at short notice, from their original dates to new dates 14+ days hence, and then reduced.

## **Booking Reduction – by the customer - of Confirmed Bookings 13 days or fewer before arrival**

If a confirmed booking is reduced by the customer in any way 13 days or fewer prior to arrival, no refund in respect of the deposit or camping fee will be provided. All requests for refunds, for whatever reason (including ill health, Covid 19, family matters, work commitments, travel problems and bad weather) will be declined prior to arrival and by our staff whilst on site. We also will not transfer the balance resulting from the booking reduction towards camping goods, hire goods or activities or future camping trips.

If, during the above period, a booking is moved from the original dates to new dates, there will be no refund in respect of any subsequent reductions to numbers within the booking.

## **Booking Increases – made to Secured Quote and Confirmed Bookings, made 14 days or more prior to arrival**

Any changes resulting in an increase in size/length of a Secured Quote or Confirmed Booking made 14 days or more prior to arrival will require payment of a non-refundable 30% deposit on the total camping fee and full balance payment required 14 days prior to the date of arrival.

## **Booking Increases – to Confirmed Bookings made 13 days or fewer before arrival**

If a Confirmed Booking is increased for any reason 13 days or fewer before arrival, the additional cost of the increase is payable immediately. If the additional amount is not paid immediately, the booking will revert to the original Confirmed Booking.

## **Camping goods – Refunds**

If when making the booking, camping goods e.g. hay bales, fire wood, kindling was included and paid for, the total cost paid for these items minus bank processing fees and admin charges will be refunded if the booking is cancelled by the customer

## **Activities - refunds**

If the booking cancellation undertaken by the customer includes a booking on an activity organised by Bedgebury Camping, unless we can subsequently fill the place, we will not be able to offer any refunds.

## **Late arrivals/no-shows/early departures**

There will be no refunds for late arrivals/no-shows/early departures. This applies to circumstances relating to ill health, Covid 19, family matters, work commitments, travel problems or bad weather.

## **Booking transfers to another person**

Confirmed bookings can be transferred to another person. As a result that person will be deemed to have accepted the terms and conditions of the campsite.

## **Weather conditions affecting 'business as usual'**

From time to time, due to weather-related factors, we may have to make changes to the service that we are able to deliver customers. We will update customers if / when these circumstances arise.

## Evictions

We reserve the right to evict anyone at any time who is acting unreasonably to the detriment of other campers or the site staff with no compensation or refund payable.

## Adult Group bookings

It is possible to make a booking as an adult group (3 or more people). However, as a result of adult groups in the past conducting themselves in a manner which has negatively impacted other campers, or Bedgebury Camping's reputation, booking enquiries from adult groups will need to be authorised in the first instance. Booking details will be reviewed by Bedgebury Camping and contact made with lead bookers if necessary. If it is determined there is an unacceptable risk to the business or other campers' enjoyment, the booking will not be authorised.

In other cases, a "security deposit" will be required to allow an adult group booking to go ahead. This is automatically added to the cost as part of the booking journey and refunded in line with the business' Terms and Conditions.

***Refund of the security deposit will only be made in the following circumstances:***

1) no complaints are received from other campers about the group 2) the pitch and associated area has been cleared adequately of all rubbish/mess upon the group's departure 3) no inappropriate materials have been burnt on the campfire including but not limited to hay bales, freshly cut trees or pallets containing nails - all of which should not be burnt 4) there is no evidence of vandalism or intentional damage to campsite property directly attributable to the group 5) the group fully adheres to the no amplified / no electronic music rule (no electronic and no amplified music is allowed at camping pitches at any point - even music played at a low volume) 6) the group's conduct is non-threatening and non-confrontational towards all Bedgebury Camping staff members.

Should it become apparent that information has been withheld or incorrectly entered at the booking authorisation stage, Bedgebury Camping reserves the right to charge an additional refundable security deposit or cancel the booking and deny access to the site. Regular checks will be made of our camping fields and of all group bookings

Security deposits are only refunded by bank transfer or payment back on to the card used to make the booking, following the whole group's departure.

## Dogs

Bedgebury Camping is a dog-friendly campsite, however not all our customers are comfortable in the presence of dogs. We therefore have the following rules:

- Banned breeds (American XL Bully, Pit Bull Terriers/Pit Bull type dogs, Japanese Tosa, Dogos Argentino, Fila Brasileiro) (<https://www.gov.uk/control-dog-public/banned-dogs>) are not to be brought on to the campsite.

- The owner of any dog which shows aggressive or antisocial behaviour will be asked to immediately remove their pet from the campsite which could lead to their stay being cancelled with no refund being provided.
- Owners take full responsibility for their pet at all times including cleaning up after them.
- All dogs should be kept on leads at all times in the camping fields. The owners of dogs found to be running loose or causing a nuisance will be asked to leave the campsite with their dog with no refund being provided.

## **Drones**

Please do not bring drones or similar devices on to this campsite.

## **Banned customers**

Bedgebury Camping operates a list prohibiting the return of particular customers, who having stayed at the campsite previously have breached the terms and conditions, conduct code and / or have caused issues for other campers or the campsite staff. This decision is taken by the Managers of the site at the time of the particular event, there is no recourse and no obligation on Bedgebury Camping to disclose the reasons for their decision to prohibit return.

In addition, Bedgebury Camping reserves the right to cancel all those customers who are linked to Banned customers.

## **Facilities**

Information about features, facilities and services at Bedgebury Camping is to the best of our knowledge and belief accurate at the time of listing on our website, but it is possible that some of these features, facilities and services may not be available at the time of the camping trip.

## **On-site catering & drinks facilities**

Although we will endeavour to provide third party catering and drinks facilities for customers, on some weekends and for reasons outside of our control, this may not be possible. Where this is the case we will give as much notice as we can to customers.

We cannot be held liable for any costs or inconvenience incurred, relating to third party catering and/or drinks facilities not being available.

All food suppliers on-site operate independently of Bedgebury Camping and carry their own insurance. Any issues relating to their products must be taken up with them.

## **On-site music events**



From time to time Bedgebury Camping organises music events for customers. These are subject to external factors including the availability of the performers on the night. If these events cannot go ahead for any reason, Bedgebury Camping will not provide refunds to customers who are on-site over the weekend that is affected.

## **Photography and Filming**

From time to time, photographers will be at the campsite to take pictures, video and film for promotional use. Should you not wish to appear in any publicity material please make this known to the photographer at the time.

## **Lost Property**

Lost property is kept two months from the end of the summer each year. Anyone requesting the return of lost property items will be asked to pay postage and packing costs in advance of the item being returned by us or arrange to collect it in person.

## **Updates and changes**

Bedgebury Camping reserves the right to change this website including, prices, and terms and conditions without notice.

## **Privacy**

We will use the information you provide to us in order to:

- process your booking
- verify financial transactions
- investigate and resolve any problems with any products or services supplied to you
- send you information about camping in subsequent years
- send you information about other products and services that we offer

We will not divulge this information to any third parties, except as we are required to do so by law.