

Terms and Conditions

Liability

Bedgebury Camping will not accept any liability of any description for any person or property using the campsite. 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 matters outside of our control, including by act of God, governmental restriction, 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.

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 ponds, tree roots, and limited lighting after dark. By Booking and coming to 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, such as regarding fire and litter.

Noise and behaviour

Due consideration must be given to the enjoyment of the site by other guests. Use of loud, foul or intimidating language or behaviour will not be tolerated. Young persons must be in their own accommodation by 10pm, and quiet must be observed between 10.30pm and 7.00am.

Amplified music from stereos/radios, loud musical or percussion instruments are strictly prohibited at all times across the whole site.

Children's Safety

You are responsible for the behaviour of your children at all times. Always know where your children are.

Vehicles

The speed limit throughout the campsite is 5 mph for ALL vehicles.

No commercial vehicles

No vehicles will be allowed to enter the site after 8pm. Please park in the car park and walk to your pitch. Torches will be needed as there is no lighting provided.

Booking

Even though Bedgebury Camping is a large campsite, we restrict the number of pitches that we make available. We often reach our pre-set limit on certain dates a number of weeks in advance. Once we have reached our pre-set limit we close our booking system for those dates. Weekends are a particularly busy time on-site.

Priority of access to the campsite as well as the camping field will be given to those who have made a confirmed booking. If you arrive at the campsite without a confirmed booking, there is no guarantee of being admitted on to the campsite.

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 for which a 30% non-refundable deposit 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.

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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% is required for all Secured Quotes and Confirmed Bookings. We are not able to 'reserve' space on the campsite while awaiting deposit payments. We, therefore, encourage you to carefully consider the length and size of your booking prior to committing to make a deposit booking as deposits are non-refundable.

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, serious 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 camping season.

Single night supplements

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 charge as set out on the prices page on the Bedgebury Camping website.

Balance Payments

Full payment of a booking 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 with no refund of the deposit given. For bookings made 13 days or fewer prior to the date of arrival, immediate payment of 100% of the total cost is required. If this is not received the enquiry will be deleted from the 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 of a Confirmed Booking made 14 days or more prior to arrival

If a confirmed booking is cancelled 14 days or more prior to arrival, the person responsible for the booking needs to request a refund via the booking system. The 30% deposit already paid will not be refunded (as previously detailed), but there will be a full refund of the remaining balance. Bedgebury Camping will be in contact with the person responsible for the booking in order to establish how to process the refund.

Cancellation of a Confirmed Booking 13 days or fewer before arrival

If a confirmed booking is cancelled 13 days or fewer prior to arrival, no refund in respect of the camping fee will be provided. All requests for refunds, for whatever reason (including ill health, 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 camping season.

Cancellations by Bedgebury Camping

If, for some reason, Bedgebury Camping has to cancel the booking at any stage, we will provide a full refund on any monies paid on the booking.

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Booking Reduction - of Confirmed Bookings made 14 days or more prior to arrival

If a Confirmed Booking is reduced in any way 14 days or more prior to arrival, our system will calculate the new cost of the booking and the amount of any refund. No refunds will be paid until a 'refund request' has been made via the booking system. This will be shown as a credit on your booking until the amount is refunded, this will usually be 5 working days after your arrival date.

Booking Reduction - of confirmed bookings made 13 days or fewer before arrival

If a confirmed booking is reduced 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, family matters, work commitments, travel problems and bad weather) will be declined prior to arrival and by our staff whilst on site.

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 original Confirmed Booking will be re-instated, with no guarantee that we will be able to accommodate the changes required.

Camping goods – Refunds

If when making the booking, camping goods e.g. hay bales, fire wood, kindling were included and paid for, the total cost paid for these items will be refunded if the booking is cancelled.

Bushcraft Courses - Refunds

If the booking cancellation includes a booking on any of the courses at Bedgebury Camping, unless we can subsequently fill the place on the course, we will not be able to offer any refunds.

Late arrivals / no shows / early departures

We assume that you/your group will arrive on and stay for the dates specified in your booking. If you or part of your group does not stay for one/some of the dates specified in the original booking we will not offer refunds of any kind for the nights that you/part of your group were not on the campsite. Again, this includes because of ill health, 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.

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.

Young Adult Groups

Unfortunately as a result of a number of young adult groups acting in an inappropriate manner, disrespecting the land and other campers and damaging facilities, we are reluctant to take bookings from any medium to large young adult groups.

It is possible to make a booking as a young adult group. Bookings received from groups with an average age of 25 or less, will have the details of their booking carefully reviewed and should we feel there is unacceptable risk to the business, the booking will be cancelled by Bedgebury Camping and a full refund of all payments will be made. In the event that a young adult group is permitted to camp on our site, an additional fully refundable "security deposit" of £10 per person will be requested.

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The "security deposit" will be refunded subject to the following being met by the whole group: no complaints from other campers were received, the pitch has been left as it was found (with all rubbish/mess cleaned up and/or recycled), no inappropriate materials have been burnt (eg Hay bales or freshly cut trees), any fires are extinguished and with no evidence of vandalism in the proximity of the camping pitch. Regular checks will be made of our camping fields and all group bookings.

Whilst booking you will be asked particular questions in relation to your group. Should information be withheld or incorrectly entered, Bedgebury Camping reserves the right to charge the additional refundable deposit or cancel the booking and deny access to the site.

Dogs

Bedgebury Camping is a dog-friendly campsite. We ask that all dogs are kept on leads at all times in the camping fields and that owners take full responsibility for their pets including cleaning up after them and ensuring they do not cause a disturbance to other campers. As we are a family campsite situated on a farm we cannot accept any dangerous breeds or Staffordshire or any Pit Bull terriers, Rottweiler's or Alsations, or any dogs which show aggressive behaviour towards other animals or children.

Vacation of Pitch

Please vacate your pitch by 12 noon on the day of departure. Please use the litter bins provided. Please keep pitches tidy and check for litter on departure and extinguish any campfires.

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 you take your holiday.

Bedgebury Camping reserves the right to change this website including, prices, and terms and conditions without notice. We reserve the right to refuse entry to the campsite and to cancel bookings, (for example due to weather or site conditions).

Arrival

All new arrivals and visitors will be required to report to reception on arrival.

Health and Safety

It should be noted that this is a working farm, and as such there may be various hazards. We do our utmost to ensure the safety of our visitors, but cannot guarantee that all parts of the farm are completely free from hazards.

As an example, there may be areas of rough ground which may present a trip hazard to certain people. In addition, after heavy rain the ground in some areas can become slippery. You should take care, and wear suitable footwear to minimise the possibility of injury. Tent guy ropes are another obvious trip hazard which you need to be aware of.

Due to the extensive nature of the camping facilities, and the ambience of the area, we do not provide artificial lighting. To ensure your safety you should bring a torch or lantern to help you when walking after dark.

There are also areas of open water in neighbouring farmland so it is essential that parents/guardians know where their children are at all times.

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.

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Campfires

Campfires are the responsibility of the patrons, if you have any concerns please speak with your local fire station for the best advice on safely managing campfires.

Lost Property

Lost property is kept two months from the end of August each year.

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 by law.