

Terms and Conditions

It is deemed that anyone wishing to stay at Bedgebury Camping has read and is in agreement with the following 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.

Camping fields

The field you camp in will be pre-determined by Bedgebury Camping based on the size and composition of your group. We will endeavour 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 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

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/mobile devices and loud musical or percussion instruments is not permitted at any time anywhere on the campsite.

Health and safety

General

- Parents/guardians are responsible for the welfare of their children on this campsite at all times.
- 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.
- 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 or lantern to help you when walking after dark.
- The campsite is surrounded by land which is not owned by the campsite and which includes unmarked areas of open water.
- 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.

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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.
- Ensure you have easy access to a water source should the fire grow too large.
- If you have any concerns, please speak to your local fire station for the best advice on safely managing campfires.
- All matches/cigarettes should be safely extinguished.
- Fireworks and Chinese Lanterns are not permitted.

Vehicles

- 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.
- Drivers should proceed with extreme caution at all times whilst on the campsite.
- 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 generated by the Bedgebury Camping booking system 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.

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 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.

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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 made on-line 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 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.

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.

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 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. 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.

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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.

Activities / 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.

Arrivals

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

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.

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.

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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.

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, however not all our customers are comfortable in the presence of dogs. We therefore have the following rules:

- Banned breeds (Pit Bull Terriers/Pit Bull type dogs, Japanese Tosa, Dogos Argentino, Fila Brasileiro) (<https://www.gov.uk/control-dog-public/banned-dogs>), together with Staffordshire Bull Terriers, Rottweilers or Alsatians are not permitted on our campsite.
- The owner of any dog which shows aggressive behaviour towards other animals or people will be asked to immediately remove their pet from the campsite which could lead to your stay being curtailed with no refund being provided.
- Owners take full responsibility for their pet at all times.
- 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.
- With the high number of children on site, it is essential that owners clean up after their dogs. Failing to do so or claiming ignorance of the event is no defence and owners and their dogs will be asked to leave the campsite with no refund provided.

Drones

We do not permit the use of drones or similar on this campsite.

Banned Customers

Bedgebury Camping operates a list prohibiting the return of particular customers, who on staying at the campsite have breached the terms and conditions, conduct code and / or have put at risk other campers whilst staying. This decision is taken by managers of the site at the time of the particular event, there is no recourse and no obligation on Bedgebury Camping to disclose the reason 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 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).

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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. The items are then given to local charities.

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.