

## **Welcome to our Terms and Conditions**

At Hillcrest Views Campsite, we are a small, family run business who love to share a part of our home with you to enjoy your rural adventures. We treat all our guests as we would like to be treated ourselves and have set out some guidance below to help us maximise everyone's enjoyment whilst staying with us.

We ask that you read through, understand and agree to our terms and conditions before booking. We welcome any questions relating to your booking or to clarify any terms so please feel free to contact us should the details below not fully satisfy your enquiry.

### **Booking Terms**

All booking information including dates, pitch types, occupants and additional extras are the responsibility of the booking member. Please ensure you check these details thoroughly on your confirmation and notify us as soon as possible should you require amendments.

To make a reservation, we require a 10% non-refundable deposit at the time of booking or full payment if the booking is made within 14 days of your expected arrival date. These bookings can be made online or via phone.

All final balances are due no later than 14 days prior to your arrival date. Failure to complete payment by this time will result in automatic cancellation of your booking and the re-allocation of your pitch unless we have had prior contact from the lead booking member to organise alternative arrangements.

We can take card, BACS, paypal or cash payments.

No booking can exceed 28 consecutive days.

### **Customer Amendments or Cancellations Policy**

All customers reserve the right to cancel or amend their booking within the guidelines of this policy.

We advise all customers to phone us as soon as possible to discuss any amendments to their booking and to follow this up with an email with all relevant information of change. We will endeavour to accommodate your requests as best as we can and then confirm any changes made to your booking via email.

Unfortunately we cannot offer refunds for booking cancellations within 14 days of your arrival date, late arrivals, early departures or for inclement weather.

We cannot be liable for refunds or expenses incurred in the event of being unable to fulfill your booking due to flooding, natural disasters, notifiable diseases, epidemics or similar events. We encourage all customers to check their personal holiday insurance cover for such provisions.

Cancellations or refunds through third party agents (Pitchup.com) will need to refer to their separate cancellation policy as this may alter slightly from our own. Any refunds through third party agents before the non-refundable cancellation period will be subject to deductions of these agents fees where applicable.

### **Cancellation or Changes by Us**

Although we will always look to fulfill all bookings as confirmed, due to unforeseen circumstances we may need to amend or cancel your booking. We will always contact you by phone and email in such an event to discuss all circumstances and options in full. In the event of us cancelling your booking you may be entitled to a full refund including any deposits paid.

As the lead booking member, it is your responsibility to ensure that all members of your party understand and accept our terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to the termination of your reservation and loss of the booking. We reserve the right to decline, cancel or terminate the booking of any guest(s) whose behaviour or conduct is deemed offensive in any context (by ourselves) to our family or any of our other guests. It is within the management's discretion to ask all guests of your party to leave our site immediately, and without refund or compensation.

### **Personal Holiday Insurance**

Whilst we will always endeavour to assist you in anyway we can on our site, we accept no liability for loss or damage to possessions and/or personal injury. Whilst on site, you accept full responsibility for yourself, your party members, children and dogs within the guidelines set out in our terms and conditions. We recommend all our guests arrange personal insurance to cover cancellation, loss, damage or injury or any other holiday insurance cover your may require.

### **General Terms**

The campsite itself is attached to our family farm which still has livestock and farm machinery in use daily. We therefore must insist, to ensure the safety of our family and yourselves as customers, that there is no pedestrian access outside of the meadow or paddock, save for any medical emergency. Signs are situated around the site as reminders of permittance.

We operate a 5mph speed limit across our farm access, farm and campsite at all times to ensure the safety of our customers and our family at all times.

### **Admissions**

All guests must report to our floating\* management before "pitching up" unless given prior permission to do so.

All children under 18 years must accompanied by a responsible adult at all times whilst on site.

## **Arrivals and Departures**

Arrivals are expected between 12-6pm in low and medium season and 2-6pm in high season. Any deviation from these times must be agreed in advance to make sure you can be greeted and shown to your pitch. Late arrivals must notify us as soon as possible. Your booking will be held for 24 hours, after which time we reserve the right to release your pitch.

Pitches will be allocated upon your arrival.

Departures are 11am.

## **Vehicles**

Each primary vehicle booked may be parked on your pitch. Any additional vehicles must first check in with management so that appropriate parking space can be allocated.

The car is only included in the rate if you are travelling with a touring motorhome, caravan or a tent. If you wish to bring a car along with your campervan please select this as an extra.

## **Dogs**

Well behaved dogs are very welcome on site and as a Veterinary Nurse and farming family, we love to meet your furry family members.

We politely ask that dogs are kept on a lead at all times whilst on our campsite to prevent them toileting on the site when unattended and to be under control around others and our livestock.

We have a dog poo bin on site for use and we love to share our dog friendly walks with you and ample of site exercise options so please ask for our advice.

## **Noise Policy**

We are generally renowned for being a quiet and peaceful campsite. However during holiday times we welcome many families and with a full campsite we appreciate there will be an increased background noise on site.

Our general requests are that music is reduced by 9pm and all noise is kept to an absolute minimum from 10pm.

We do check noise volume during our evening checks so please feel free to come and speak to one of us should you have any concerns.

We ask that quiet hours are respected between 10 p.m. and 8 a.m.

## **Reception**

We do not have a designated reception and therefore work off of a "floating reception"\* where we can be found anywhere on site carrying out daily tasks between 9am and 6pm.

The owner is "on call" 24 hours a day, 7 days a week during our open season and is always contactable on the mobile number provided on your booking confirmation should you require emergency assistance.

All site contact information will be disclosed upon arrival.

## **Barbecues and Fire Pits**

Barbecues are permitted but must be placed on a flat surface and raised off the ground by at least 12 inches/1 foot to avoid scorching the grass.

All barbecues are to be attended by an adult at all times and kept out of the reach of children and pets.

No barbecues are to be placed inside a tent during or after use due to the risk of fire or carbon monoxide poisoning.

We provide a metal, hot ash bin for all barbecue waste. Please do not place any barbecue waste in the general waste bins as they can cause fires hours after use.

We do permit the use of contained fire pits on site when weather conditions are suitable. Each fire pit should be raised at least 12 inches/1 foot off the ground and be at least 10 feet away from any tent, camping unit or hedging to avoid ember damage or fire to nearby units.

We have 5 globe fire pits available to hire throughout the season and logs or wood bundles for sale on site too. Please ask for prices and availability on site.

## **Guests**

We understand that family or friends may wish to visit you on our site during your stay.

We ask that all guests inform us of any visitors in advance and upon their arrival, report to the owner/manager before entering the site so we can record names for fire safety and allocate an appropriate parking space should this be required.

We politely ask that all visitors vacate the site before 9pm.

## **Unsheltered Site**

We are very lucky to have a beautiful little spot with some fantastic views which our campers love to enjoy. However, with us being a hilltop campsite with infant hedging, most pitches have very little wind protection during inclement weather.

We strongly recommend good tent pegs (preferably storm pegs) and that all awnings/canopies be taken down if practicable when bad weather is forecast.

We thank you very much for your time in reading our terms and conditions and look forward to welcoming many of you on site this season.

## **Other Notes**

Maximum 6 people per pitch

Maximum 2 dogs per pitch

One car included with motorhome pitch, caravan and tent pitch.

All additional cars charged with maximum 2 per pitch

One sleeping unit per pitch unless 2 small tents (2 man tents or less)

Last arrivals and log sales 8pm