



LOW FARM

COTTAGES & CAMPING

Terms and Conditions (reviewed January 2022)

1. For the purposes of these terms and conditions, a "pitch" constitutes the assigned area for the use of one unit. A unit is one tent, one caravan, one pup tent, one motorhome or any other single sleeping area. Gazebos that are open air, have no sides and are able to be reasonably erected within the assigned pitch area are permitted. Facilities tents are permitted. We reserve the right to charge for an additional pitch should the size of any permitted gazebo infringe on another pitch or if there are two units erected on the same pitch area. Awnings that are of a reasonable size and are attached to Campervans, motorhomes, and caravans are included in the pitch fees.
2. All Bookings are subject to these terms and conditions. By completing your booking, and making payment, you are deemed to have read, understood and agreed to the policies described therein. This document is made available to you with the booking form.
3. Bookings must be made electronically via e-mail (with a completed booking form) or by phone, where we can assist you in doing so. Pitch fees are due in full, at the time of booking and are subject the Terms and Conditions below.
4. Payments are to be made via bank transfer to the account noted below or by phone for card payments if you are unable to make a bank transfer.
Account name: Low Farm Camping
Account number: 00061096
Sort Code: 30-94-24
We are unfortunately unable to accept other forms of payment at this time for the safety of guests and staff, please contact us at stayatlowfarm@gmail.com to discuss alternate payment arrangements if this is absolutely not possible.
5. Payment of pitch fees are non-refundable (except in the circumstances set out in paragraph 26 – conditions for a credit are in paragraphs 27 and 28). We do not offer refunds for inclement weather.
6. On receipt of payment, we will send you our "Confirmation of Booking". It is then that a firm contract exists between you and Low Farm Camping on the basis of the conditions 1 – 25, and that your pitch booking is confirmed. If the booking is not accepted, any payment will be refunded in full.
7. The person making the booking **must** be on the booking form and must accompany the group. If the person making the booking is making it for several pitches as part of a group – a responsible adult must be identified on the booking form for the other pitches.
8. **COVID considerations** – while it is expected to be limited by the beginning of the season, we can only accept a pitch booking that complies with any government guidance at the time of booking and /or time of visit. Should your booking fail to comply with guidance at the time of your visit, a credit for a future visit will be provided.
9. We do not accept bookings on behalf of, or from, those **under 18 years of age**. We reserve the right to request proof of age for any booking.
10. Pitch fees include occupancy from 12:30pm on the first day and must be vacated by 11am on the day of departure. **Late Check out** – if available, a fee of £10.00 is applicable and departure is expected by 5pm. Contact stayatlowfarm@gmail.com well in advance should you wish to have a late check out. We do not guarantee this is available, but can make arrangements for parking of vehicles on site once the pitch is vacated.
11. **Visitors** – Day visitors are permitted if they are registered with the office (name, contact number and vehicle registration) and are charged at £5.00 a person.
12. **Access** - The campsite has controlled access via barrier. A code must be entered in order to open the gate (exit is automatic). You will be provided with a code once your booking is confirmed. **This code is not to be shared with anyone not named on the booking form(s)**. Day visitors to your pitch(es) once registered, will receive their own access code.
13. **Allocation of pitches** – Groups will be equally spaced together where and if possible, where government guidance requires, but only at the time of booking. Allocation of pitches must be strictly adhered to. Your allocation will be provided by e-mail in advance of your arrival, and can be discussed before your arrival, however, once agreed these cannot be changed on arrival.
14. **Booking Amendments** – Amendments to increase your booking (additional dates, units, pitches or the number of people) can be considered, however, we do not guarantee we can accommodate requests. Additional people or units, if accommodated by Low Farm Camping, must be paid for in advance. No alternations can or will be accepted 48 hours prior to arrival. Any reduction in your booking is non-refundable.
15. **Responsible Adult** - The responsible adult for each pitch is responsible for the security of the unit and any vehicles during the group's pitch occupancy and Low Farm Camping and its owners accept no responsibility for any article or things stolen or damaged.

16. **Enjoyment of All** – Low Farm Camping is proud to provide a peaceful and enjoyable space to enjoy outdoor living. We expect all guests to be respectful and considerate of others' space, ensure their behaviour is not offensive to others (including excessive swearing that can be overheard by minors), that music and other noise is reasonable and ceased strictly at 11pm, and that Low Farm Camping staff are strictly respected, if any matters of conduct are addressed. Consistently poor behaviour and failure to respect instructions of Low Farm Camping staff, will result in one or all of your party being instructed to leave the site.
17. **Minors** (children and young adults under 18) - It is expected that all guests will allow for the peaceful use and enjoyment of the site by their fellow guests. We ask that adults encourage the responsible behaviour of minors in their care, ensure they are appropriately supervised and are not disturbing other guests. Low Farm Camping reserve the right to charge the responsible adult for the pitch to compensate Low Farm Camping for any damage attributed to malicious behaviour of minors in their care, or request the entire party vacate the site.
18. **Fire safety and BBQ use** – It is the responsibility of all guests to be responsible in their use of open flames and BBQs. All fires must be in an appropriate and durable container, **not on the ground**. Fires should be in the open, and away from trees, bushes and long grass that may catch alight. Accidents can happen quite easily outside and in windy conditions, so make certain the fire container or BBQ is stable, away from draughts and in an area where they will not get knocked over. Keep anything flammable (including fire fuel) a distance away from the open fire area. Keeping a bucket of water or sand handy is strongly advisable to deal with a fire that gets out of control.
19. **Activities and Play** – While we wish for all guests to enjoy their time and activities at the site, we cannot support certain activities due to their continued interference with an enjoyable shared space. Water guns, hoses, sprinklers and any other form of water projectile play are not permitted. We encourage family sporting activities to be played in communal areas that do not interfere with the pitch space of other guests.
20. **Pets** - We are pet friendly and allow dogs to accompany their families. For the safety of guests and staff, however they must be on leads and within the owner's control. We take seriously the responsibility of owners to clean up after their pets and failure to be respectful to other campers in respect of your pets may lead to your party being asked to leave the site.
21. **Vehicles** - There is no charge for parking. We ask that for security purposes, vehicle registration numbers are listed on the Booking Form. **All vehicles are restricted to 5 m.p.h. on the site** for the safety of all. Due to the serious safety implication, this is strictly enforced and failure to comply with this rule will result in the offender being refused permission to bring their vehicle onto the site. It is also **STRICTLY FORBIDDEN** for unlicensed, underage or Provisional drivers to operate a motor vehicle on site.
22. **Departure** - When vacating the pitch after use, it is expected that guests will leave the pitch as they found it. Our check out time of 11am is to be respected unless prior arrangement is made with the office for a late checkout – which attracts a cost. We do support the resting of vehicles for the day – so long as the pitch is vacated. Please contact the office for appropriate parking sites.
23. **Waste Disposal** - Domestic waste and glass bins are available in the waste disposal area. We ask campers to take recyclables home, as with any non-domestic waste (for example broken tents, BBQs and chairs). We ask this respectfully – but will pursue fly-tipping charges with the authorities for those few who cannot respect our request. The Foxhall Recycling Centre is 100 M from the roundabout at the A12.
24. **Liability** - It is an implicit condition of booking that Low Farm Camping and its' owners are relieved of any responsibility for any personal injury, loss or damage, which may be sustained by the guests or their property including vehicles, whether such loss or damage is caused by negligence of the owners, their servants' omission or otherwise of Low Farm Camping.
25. If a guest is in **breach of** any of the **conditions** or if, in the opinion of Low Farm Camping, any party is guilty of behaviour or conduct prejudicial to the well-being of others, Low Farm Camping may request the immediate departure of one or all of the booking party without refunding money in respect of the unexpired portion of the booking.
26. **COVID Related Closure of the Site** – In the event that Low Farm Camping is unable to open by Government restriction, we will offer a full refund. This will be provided within 5 business days of the notification to you of the cancellation of your reservation, and will require you to provide appropriate deposit details in reply to the sent cancellation.
27. **COVID related illness** – If during your stay, you or a member of your family become unwell with Covid symptoms and must leave to self isolate, the remaining days of your stay will be offered as credit for a return visit.
28. **Service interruption during the period of booking** - In the event any or all of the essential services (water or electric) offered are unavailable at the time of the booking period or during the booking period, refunds will be discussed on an individual basis in respect of the booking.