

Cotswold Farm Park – Holiday Site Terms and Conditions

1 POLICY INFORMATION

- 1.1 This is the policy of Cotswold Farm Park Ltd.
- 1.2 This policy is available on our website and available at time of booking. If you have any queries about the policy, please contact us.
- 1.3 This policy may be updated and/or amended at any time by Cotswold Farm Park. The most recent edition will be on display on our website.

2 YOUR BOOKING

- 2.1 Weekend bookings must be a minimum of 2 nights, or 3 nights for Bank Holidays and, for Easter weekend, 4 nights.
- 2.2 Maximum stay is 21 nights.
- 2.3 A 25% or minimum £30.00 non-refundable deposit (whichever is greater) is required at the time of booking, to confirm and reserve your holiday.
- 2.4 Your remaining balance is due 21 days prior to your arrival date. It is your responsibility to make payment for the balance of your holiday. You will be sent a reminder by email.
- 2.5 If your balance is not paid within 21 days of your arrival date then we reserve the right to cancel your holiday without warning and your deposit will be lost.
- 2.6 Bookings within 21 days of arrival will require full payment at the time of booking.

2.7 Cancellations and Refunds

No refunds will be given if a cancellation or amendment is made 21 days or less from when your holiday commences. The booking will be lost.

Number of weeks before arrival date that notification is received	
More than 10	Full deposit and any additional contributions refunded (greater of 25% or £30)
<u>22 days to 9 weeks and 6 days</u>	Deposit is held (can be transferred to a new booking, if new booking is confirmed and site arrival within 4 weeks., <i>this will occur a £20 admin fee</i>) Any contributions already made towards the final balance may be refunded, or can be rolled into the new booking at the customer's request.
21 days or less	Full balance due

Notification must be received by *email* to hello@cotswoldfarmpark.co.uk or campsite@cotswoldfarmpark.co.uk and must include your booking reference number. The time that this email is received is taken as the time at which notice is given.

2.7.1 **We strongly advise taking out your own Travel Insurance and checking that it covers you for the periods stated in our Terms and Conditions.**

- 2.8 No refund can be made if you leave prior to your departure date.
- 2.9 In the circumstance where we advise that the booking is cancelled, an alternative stay or a refund will be offered.
- 2.10 All decisions on the suitability of the site for use will be made by our Holiday Team, supported by our Farm Park Management team. Any customer concerns regarding site conditions must be discussed with the Holiday Team at the time of visit.

- 2.11 A responsible adult (18 years or over) must accompany and supervise children at all times (in the Holiday Site and Farm Park). Bookings cannot be made by persons under 18 years.
- 2.12 Pitches and accommodation check in and check out times are found on your confirmation.
- 2.13 Selecting a pitch number is a free, additional extra and we will do what we can to honor this. However, this is not guaranteed and Cotswold Farm Park reserves the right to change pitch/accommodation allocation at any time. We will accommodate any requests to the best of our ability.
- 2.14 Cotswold Farm Park accepts bookings on the understanding that you provide correct information at the time of booking. If information is deemed incorrect when you arrive on site, Cotswold Farm Park reserves the right to refuse the booking if it cannot be accommodated.
- 2.15 When you are placing your booking, we ask you to provide: -
 - 2.15.1 *The name of the person who will be identified by us as the 'group leader' and who will be our point of contact for your party during the stay*
 - 2.15.2 *An expected arrival time so we can plan for your visit. Check-ins must take place **before 8pm**. Unless prior arrangements are made. Please contact Holidays@cotswoldfarmpark.co.uk*
 - 2.15.3 *Any requirements for disabled guests so that we can discuss these with you prior to your stay to check for availability and that the site can meet both your needs and expectations*
 - 2.15.4 *Any other information that you think we will need to take into account in your booking.*
 - 2.15.5 *The number of adults, children and dogs staying on the pitch/accommodation*
 - 2.15.6 *The type of unit you will be bringing (for pitch use only)*
- 2.16 Backpackers wherever possible will be accommodated – please advise us at the time of booking. A backpacker is defined as a camper who arrives on site by foot or bicycle but not by any form of motorised vehicle.

3 YOUR HOLIDAY

- 3.1 Your holiday is priced to include access to the Farm Park when open. Guests wishing to use the Farm Park on departure day are asked vacate their accommodation/pitch at required time. You are welcome to park in the one of the main car parks on this day.
- 3.2 Please do not leave your unit/accommodation unoccupied overnight during your stay without first informing a member of the holiday site team and leaving your contact details.
- 3.3 Please ask for assistance or notify our Holiday Team immediately when calling out the emergency services.
- 3.4 Smoking is not permitted in any of our accommodation, or inside any of the buildings, or on terrace or decking areas. If we find you have been smoking within the listed areas a cleaning fee of £50.00 will be charged.
- 3.5 No smoking is permitted in any areas of Cotswold Farm Park
- 3.6 Cotswold Farm Park reserve the right to pursue any costs caused by damage by you or your party during your stay.
- 3.7 Please note, during the winter period, camping & touring pitches may have limited water supply.

Please follow the brown tourist signs for Cotswold Farm Park, our Holiday site is located on site, and follow signs for Holidays at the top left-hand side of the main car park.

4 THE WELCOME AND CHECK IN

- 4.1 Pitches/accommodation are available from various times so please check your booking confirmation. Pitches/accommodation will usually be held until 11.00pm of the day of arrival. Where a booking is not taken up by this time it will be considered cancelled, unless prior arrangement has been made with the Holiday Site Team.
- 4.2 On arrival, customers should check-in at The Welcome Lodge.
- 4.3 All prices shown are applicable at the time of booking – Not valid in conjunction with any offer. All special offers and promotions are subject to availability and cannot be used retrospectively.

4.4 We reserve the right to enter

- 4.5 We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, maintenance work or housekeeping. Your occupation is not exclusive.

4.6 Things beyond our control

We cannot take responsibility or pay compensation if we cancel or change your booking in any way because of events beyond our control. Neither can we accept any liability for any injury, loss or damage you suffer because of events beyond our control. Events beyond our control include, but are not limited to: fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, epidemics and pandemics, adverse weather conditions, war or threat of war, actual or threatened terrorist activity and unavoidable technical problems with transport. In the event of adverse weather, your booking will only be refunded if we have decided to close our holiday resort.

- 4.7 In exceptional circumstances, we may need to cancel your booking. If this happens, we will advise you as soon as possible and offer one of the below options
- 4.8.1 *A replacement break to the same value as the one you booked. If your new break is more expensive, you will be required to pay any additional cost. If your new break is less expensive, we will refund the difference.*
- 4.8.2 *A full refund. If we issue you with a refund, we will return your money in the same way you made your original payment. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment or separate charges.*

5 PITCHING

- 5.1 One vehicle is permitted per pitch/accommodation – any additional cars may use the Farm Park car park free of charge.
- 5.2 Vehicles must be parked fully within the confines of the marked pitch and where the Holiday Team have advised, they must not obstruct the adjoining vehicle access.
- 5.3 Due to fire regulations, only one caravan/motorhome/tent is permitted per pitch. Awnings are permitted alongside caravans or motorhomes. Awnings are defined as attached to the motorhome/caravan.
- 5.4 All units including gazebos must fit within the confines of your marked pitch and adhere to the required spacing and fire regulations. If this cannot be achieved, you may need to purchase an additional pitch (if available). Our pitches are 10m x10m, details can be found on our website.
- 5.5 Gazebos cannot be placed in between two units unless fire regulations can be adhered to
- 5.6 Toilet tents may only be erected within the confines of your pitch.
- 5.7 All loose equipment needs to be stored within the confines of your unit.
- 5.8 You must ensure the mains electrical cable from the hook up point to your unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose-made mains supply unit designed for tent camping conditions.

6 Fire Safety

- 6.1 **Guests are not permitted to make or light a fire anywhere at Cotswold Farm Park.**
- 6.2 **Guests are not permitted to bring your own, fire pit, log burners, wood burning stoves, fireworks or Chinese lanterns at any time.**
- 6.3 The Holiday Team on occasion, may run activities which include providing our own fire pits or BBQ's, subject to a risk assessment of the prevailing weather conditions at the time, site occupancy and surrounding activities. On these occasions, guests will be invited to participate in activities which will be managed carefully and include relevant safety measures. The guest rules for fires and fire pits will remain in place at all times, regardless of any activities operated by our teams.
- 6.4 Free standing barbeques are permitted. They must be purpose built and portable, standing clear of the ground. There must be no possibility of damage to the ground. Only gas or charcoal barbeques should be used.
- 6.5 Charcoal barbeques should not be used for burning wood or rubbish, you will be asked to extinguish, should this be the case.
- 6.6 Please familiarize yourself with the site's fire regulations, firefighting equipment location and emergency procedures as soon as you arrive on site.

7 PETS

- 7.1 **Dogs are not permitted entrance into the Cotswold Farm Park itself, but are welcome at the Holiday site, cafe and are able to enjoy our wildlife walk. Dogs must always be kept on a lead.**
- 7.2 We ask that you bring no more than two dogs with you for your stay. If you wish to bring any more than this, please contact us in advance to discuss your requirements.
- 7.3 For the safety of the Farm Park's livestock, other dogs and fellow visitors, we would ask you to follow a few simple rules:
- 7.3.1 **Keep your dog on a lead** – please keep your dog on a lead at all times unless in a field specifically marked for 'off the lead exercise.' This will remove the risk of your dog chasing livestock which can prove fatal, especially in the case of sheep, or lead to heavily pregnant livestock suffering an abortion. It will also enable you to ensure you see and pick up any faeces your dog leaves behind.
- 7.3.2 **Pick up after your dog** – we supply free dog bags and have several bins located around the site. This will help to stop the spread of potential pathogens (parasites, bacteria and viruses) that may be harbored in dog faeces and potentially pose a threat to livestock, other dogs and even humans.
- 7.3.3 **Vaccinate your dog** – please ensure that your dog is up to date with its core vaccinations (canine distemper virus, canine hepatitis, canine parvovirus and leptospirosis). We would also recommend that you have your dog vaccinated against kennel cough.
- 7.3.4 **Worm your dog** – please ensure that you have wormed your dog with a broad-spectrum wormer that contains praziquantel (eg Drontal Plus or Milbemax) to treat tapeworms a maximum of 6 weeks prior to the commencement of your stay. This will help to ensure that your dog does not pass tapeworms on to the Farm Park's livestock which can result in disease, or in some circumstances, death in the affected livestock. Your veterinary surgeon will be happy to discuss your dog's worming requirements with you.
- 7.3.5 **Keep your dog safe** – please ensure your dog is not left alone on the site for any length of time. This will remove the risk of your dog becoming anxious, barking, whining or being affected by changing temperatures and weather conditions. We will contact the RSPCA and seek permission to force entry into your car, tent or caravan if we have any concerns about the welfare of an unattended animal.

8 RECREATION

- 8.1 Ball games, frisbee, cricket and any games that may interfere with the enjoyment of others are discouraged in the vicinity of pitches. We have a recreation field for any such games. For safety reasons the flying of model aircraft and drones is prohibited.
- 8.2 Parents/Guardians will be responsible for their children at all times. Young children must be accompanied to the toilet/shower facilities at all times. Children must not play in or around the toilet/shower facilities.
- 8.3 As with all visitors, children under the age of 18 years must be accompanied and supervised whilst visiting the Cotswold Farm Park.
- 8.4 As we are a rural family site, we ask that noise and lighting should be kept to a minimum between the hours of 10pm and 7am.
- 8.5 Our Holiday Team may contact you at any time during your stay to advise of any activity, obstruction or behavior which has been brought to their attention and may be adversely affecting the enjoyment of the site by other guests. We ask that you co-operate with their requests in this regard.
- 8.6 Generators are not permitted on site.

9 VEHICLES

- 9.1 Vehicle movement on site is discouraged between 11pm and 7am.
- 9.2 Vehicle drivers, motorcyclists and cyclists are required to adhere to the site's 5 mph speed limit and follow any directional systems in place.
- 9.3 All cycles should have appropriate lighting if used at a time when it should be required.
- 9.4 Drivers of vehicles, including motorcycles, must hold a full and current driving license.
- 9.5 In the interests of security, day visitors are not permitted to drive or park on the Holiday site. Day visitors are welcome to use the Farm Park car park during their visit.

10 WASTE MANAGEMENT

- 10.1 Servicing chemical toilets must only be done at a chemical disposal point, using water from that source.
- 10.2 To avoid possible damage to sewerage systems we support the use of bio-degradable chemical fluids that do not affect the natural bacterial balance within the system.
- 10.3 Waste and Recycling Points are located on site and should be used appropriately.

11 POLICY COMPLIANCE

- 11.1 We ask all users of our Holiday Site to comply with our policy. If you or your party do not comply with the policy, we may ask you to leave the site.
- 11.2 Please consider other users of the site and we ask that all members of your party and any guests conduct themselves at all times with due regard to the health and safety of themselves and others.
- 11.3 The use of threatening behavior and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the Holiday Team.
- 11.4 Our Holiday Team use a 3-step approach in situations where there are any issues conflicting with the policy detailed in these Terms and Conditions:
- 11.4.1 The 3 Step Approach*
1. *One of our friendly team will come and advise you of their concern, explain our rules and our reasoning for it, and make clear the behavior or actions required from you to resolve the issue.*
 2. *In the instance that the required behavior is not followed, our team member will visit again and advise that we have previously discussed our concerns with you, and give you the opportunity to ask further questions or clarify the actions required. At this stage we will remind you of our 3-step approach and that we may need to ask you to leave the site if the issue continues.*
 3. *At this stage, we have already spoken to you twice about this issue, with clear actions required, and have advised of the consequences of not complying with our terms and conditions. You will be advised of your need to depart your pitch at the next suitable time and you will not receive a refund for your remaining stay. We hope in all instances that we are able to resolve the issues at stage 1 or 2.*

12 Alcohol Policy:

- 12.1 We strictly adhere to the legal requirement that individuals under the age of 18 are prohibited from consuming alcohol on our premises. The premises includes all property owned by us or rented by yourselves, and any of your own facilities that are located on our premises. For the avoidance of doubt, this includes anything on site – including your own motorhomes, car, caravans, camper vans, tents, gazebo's or other similar structures.
- 12.2 We shall not serve or sell alcohol to anyone who is, or appears to be, under the age of 25 without ID to confirm the individual is over 18. Because of this law, you may be asked to produce identification if you appear under the age of 25, to prove that you can lawfully purchase alcohol. We accept passport or driving license only; any other form of identification, such as PASS cards won't be accepted. We reserve the right to refuse the sale of alcohol to an adult if they're accompanied by someone who we believe is under the age of 18 without ID.
- 12.3 We kindly request that at least one responsible adult accompanying a minor or group of minors remains refrains from consuming alcohol during their stay to ensure the safety and well-being of those in their care in the event of an emergency. We are a remote location and are unable to facilitate transportation to medical facilities in the event of incidents or emergencies - and ask that all guests plan accordingly.
- 12.4 Individuals who appear to have consumed excessive alcohol will be asked to stop, and if necessary any alcohol will be confiscated until the end of your stay. This is to ensure your own safety and the safety and wellbeing of those around you.
- 12.5 This policy applies to all areas at Cotswold Farm Park
- 12.6 Guests are reminded that purchasing alcohol for under 18's is an offence.

12 LIABILITY

- 12.1 Cotswold Farm Park will not accept responsibility for any loss or damage to the property of the guest, including, but not limited to personal belongings, cash, jewellery and motor vehicles.
- 12.2 Cotswold Farm Park's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation, booked in good faith, not being available owing to exceptional weather conditions, flood or fire, or such other cause beyond their control.

13 DATA PROTECTION

- 13.1 The information taken at time of booking is required to be collected for the purposes of processing your reservation at Cotswold Farm Park Campsite. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know.
- 13.2 We may also disclose your data to CampStead Ltd (our booking providers) who may contact you, inviting you to complete a questionnaire and review regarding your stay at our site.