

Cotswold Farm Park – Caravan and Camp 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 a copy will be sent at the time of booking. If you have any queries about the policy, please do 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 available on request from the Caravan and Camp Site Team.

2 YOUR BOOKING

- 2.1 Weekend bookings must be a minimum of 2 nights, or 3 nights for Bank Holidays.
- 2.2 Maximum stay is 21 nights.
- 2.3 All pitches must be booked in advance and full payment must be made at the time of booking.
- 2.4 Cancellations and Refunds
 - 2.4.1 *Up to 7 days before date of arrival will be charged £20 per pitch for administration fees. Bookings less than £20 will be charged full amount.*
 - 2.4.2 *Cancellation less than 7 days before date of arrival will be charged the full amount of the booking – may we suggest taking out Travel Insurance.*
 - 2.4.3 *No refund can be made if you leave prior to your departure date.*
 - 2.4.4 *In the event of poor ground conditions a pitch may not be available. Our team will endeavour to advise you in advance should this occur but no responsibility can be accepted if this is not possible.*
 - 2.4.5 *In the circumstance where we advise that the booking is cancelled, an alternative stay or a refund will be offered.*
 - 2.4.6 *All decisions on the suitability of the site for use will be made by our Caravan and Camping Site Team, supported by our Farm Park Management team. Any customer concerns regarding site conditions must be discussed with the Caravan and Camping Site Team at the time of visit.*
- 2.5 A responsible adult (18 years or over) must accompany and supervise children at all times (in the Camp Site and Farm Park). Bookings cannot be made by persons under 18 years.
- 2.6 Pitches are available from 1.00pm on day of arrival. Pitches must be vacated by 10.30am on day of departure.
- 2.7 Cotswold Farm Park reserve the right to change pitch allocation for operational reasons without notification. We will accommodate any requests to the best of our ability.
- 2.8 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.
- 2.9 When you are placing your booking we ask you to provide:-
 - 2.9.1 *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*
 - 2.9.2 *An expected arrival time so we can plan for your visit. If you expect to arrive after 6pm you will need to check the booking map on the door of the Camp Site Office for details of your pitch, and you will need to inform the holiday site team of your arrival the following morning. We cannot guarantee staff will be on site after 6pm.*
 - 2.9.3 *Any requirements for disabled guests so that we can discuss these with you to check for availability and that the site can meet both your needs and expectations*
 - 2.9.4 *Any other information that you think we will need to take into account in your booking. We will try to accommodate special requests but these cannot be guaranteed*
 - 2.9.5 *The number of adults, children and dogs staying on the pitch*
 - 2.9.6 *The type of unit you will be bringing.*
- 2.10 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 any form of motorised vehicle.

3 YOUR HOLIDAY

- 3.1 Residents on our Caravan and Camp Site benefit from only paying for the first day of entry at Cotswold Farm Park, and may re-enter free of charge for the remainder of their stay. In order to benefit from this offer you must:
 - 3.1.1 *Visit the Welcome Lodge on the first day of your stay to purchase your first day tickets and receive a Camper Pass. No other promotions or vouchers may be used in conjunction with this offer.*
 - 3.1.2 *With these tickets, you will be given a 'Campers Pass' detailing the number of residents on your pitch.*
 - 3.1.3 *To claim free entry on subsequent days, you may show this pass either at the Farm Park Admission Desk, the Farm Park Shop or the Camp Site Office to receive your free wristbands.*
- 3.2 The camping pass will be valid on the last day of your stay, to enable you to enjoy a full day of Cotswold Farm Park before travelling home. Please note that your pitch must be vacated by 10.30am on this day,

so guests wishing to use the Farm Park on changeover day are asked to park caravans, camper vans and cars with trailers in the OVERFLOW car park on this day.

- 3.3 Please do not leave your unit unoccupied overnight during your stay without first informing a member of the holiday site team and leaving your contact details.
- 3.4 Please note our post code has recently changed, so if you are using a sat nav or smart phone, we would recommend that you enter our full address if possible. If you have to enter solely a post code in to your SatNav, an alternative postcode you can use is GL54 5UG. Please note this postcode is centred around 2 miles from our entrance, so please follow the brown tourist signs for Cotswold Farm Park as you approach the area. Please DO NOT follow your Sat-Nav using this post code – it will lead you to the middle of a deep and impassable ford. Please follow the brown tourist signs for Cotswold Farm Park, our campsite is located on site, at the top left hand side of the main car park.

4 THE WELCOME AND CHECK IN

- 4.1 Pitches are available from 1.00pm. Pitches 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 Caravan and Camp Site Team.
- 4.2 On arrival, customers should make contact with a Campsite Team Member, unless arriving after 6pm in which instance a map of the site with your pitch information is placed on the door of the Welcome Lodge and will direct you to your pitch.
- 4.3 In the interests of security, day visitors are not permitted to drive or park on the Campsite. Day visitors are welcome to use the Farm Park car park during their visit.
- 4.4 Please familiarise yourself with the site's fire regulations and fire fighting equipment and its location as soon as you arrive on site.

5 PITCHING

- 5.1 One vehicle is permitted per pitch – any additional cars may use the Farm Park car park.
- 5.2 Vehicles must be parked fully within the confines of the marked pitch and 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. Additional storage/pup tents or gazebo's must be erected at least 3m from any other tents on the same pitch.
- 5.4 All units (along with any ancillary equipment such as gazebos) must fit within the confines of your marked pitch. If this cannot be achieved, you may need to purchase an additional pitch (if available) or remove the ancillary equipment.
- 5.5 Toilet tents may only be erected within the confines of the pitch;
- 5.6 All loose equipment needs to be stored within the confines of your unit.
- 5.7 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 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.
- 6.2 Charcoal barbeques should not be used for burning wood or rubbish.
- 6.3 Fire pits, log burners, and wood burning stoves are not permitted on guest pitches.
- 6.4 **There are strictly NO fires, fire pits or Chinese lanterns allowed on site at any time.**
- 6.5 The wardens may, on occasion, run activities which include lighting 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.

7 PETS

- 7.1 **Dogs are not permitted entrance into the Cotswold Farm Park itself, but are however welcome at the Cotswold Farm Park Campsite and to enjoy our wildlife walk and on a lead at all times.**
- 7.2 We ask that you only bring 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 **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.
- 7.3.2 **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.
- 7.3.3 **Pick up after your dog** – please pick up after your dog. This will help to stop the spread of potential pathogens (parasites, bacteria and viruses) that may be harboured in dog faeces and potentially pose a threat to livestock, other dogs and even humans. Suitable dog poo bags are available from our dispenser on site and there are bins available throughout the site which can be used for the disposal of bagged dog faeces.
- 7.3.4 **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 scoop any faeces your dog leaves behind.
- 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 It is the responsibility of parents and guardians to ensure children are supervised at all times whilst on site. Special consideration should be given to the use of toilet blocks.
- 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 8am.
- 8.5 Our Campsite Team may contact you at any time during your stay to advise of any activity, obstruction or behaviour 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 licence.

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 Caravan and Camp 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 behaviour 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 Campsite Team.
- 11.4 Our Campsite 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 wardens will come and advise you of their concern, explain our rules and our reasoning for it, and make clear the behaviour or actions required from you to resolve the issue.*

2. *In the instance that the required behaviour is not followed, our warden 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 changeover time (or sooner) 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 LIABILITY

- 12.1 Cotswold Farm Park will not accept responsibility for any loss or damage to the property of the guest, including personal belongings, cash, jewellery and motor vehicles, however caused during their holiday.
- 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 who may contact you, inviting you to complete a questionnaire and review regarding your stay at our site.