

Haywood Farm Caravan and Camping Park

Campsite - Terms and Conditions 2022

Description: This is a quiet tranquil Camping Park. Pitches are hardstanding and/or grass, electric hook ups have a maximum of 10amp supply.

Booking conditions

1. Once the booking has been made and accepted it constitutes a contract between you and Haywood Farm Caravan and Camping Park. Cancellation of the booking will result in no refund.
2. Children are always the responsibility of the parent or guardian whilst on site and/or when using any of the facilities.
3. Please book in no earlier than 1:30pm, and vacate the pitch no later than 11:00am (if you require a late check out, please contact reception)
4. No advertising of any nature is allowed on site.
5. You are not permitted to use the site as a base to work from.
6. Transit/commercial vehicles must be kept in our storage area whilst on site.
7. No loud exhaust vehicles are allowed on site.
8. Strictly no generators on site.

Arrivals and departures

1. Late arrivals must notify the park as soon as possible. Your booking will be held for 24 hours. After this period the management reserves the right to relet your pitch.
2. **No refunds/discounts for inclement weather, late arrivals or early departures.**
3. Pitches will be allocated on arrival.

Visitors

1. There is a limit of one visitor car at any one time (up to 5 people). All guests will need to be booked in at reception (£5 per car).
2. Visitors are permitted on site from 9:00am and must leave the site no later than 7:00pm (Monday to Saturday) and 5:00pm (Sunday).

Electrics/water

1. Anyone tampering or misusing the electric supply/equipment will be asked to leave immediately.
2. Electric splitters are not permitted to be used at any time. One cable only is permitted per pitch.
3. No domestic appliances with an element are allowed at any time, non-caravan appliances could result in an electric supply failure.
4. The washing of caravans and vehicles using hose pipes is not permitted.
5. Hose pipes cannot be connected directly from our taps to caravans.

Dogs

1. Up to 2 well behaved dogs are permitted per pitch, unless previously agreed by management.
2. All dogs are to be always kept on a lead.
3. All dog fouling must be cleared up and disposed of responsibly.
4. Dogs are not allowed to be left unattended.
5. Dogs are not allowed in the facilities block, except for assistance dogs.
6. If a dog causes a disturbance or are deemed a nuisance, we have the right to ask for them to be removed from the site.

Pitch maintenance

1. Your pitch must be kept clean and tidy.
2. No trampolines, swings, paddling pools or hot tubs permitted.

3. Only rotary washing lines are allowed; however, they must be self-standing and put away when not in use.

General

1. Refuse and waste is your responsibility to dispose of in the designated bins.
2. Only waste produced on site can be placed in the bins.
3. Only food and general household waste is to be disposed of in the bins, all other rubbish to be taken home and disposed of.
4. The football pitch and play areas are open between 9:00am to 9:00pm
5. Under no circumstances can any trees or hedges be cut.
6. A 5mph speed limit in all areas of the park must be always adhered to.
7. Quiet hours are from 10:30pm until 7:30am. **This is a quiet tranquil Camping Park.** Please always camp in harmony with your neighbours. We do not condone the playing of loud music at any time.
8. **Open fires, firepits and outside heaters of any description are not allowed.**
9. Ground level Barbecues are not permitted as they permanently damage the grass. Blocks are available to raise BBQ's.
10. The following advice comes from both the Chartered Institute of Plumbing and Heating Engineering and the Camping and Caravanning Club:
 - Never take a barbecue into a tent, awning, caravan or motorhome. A warm, smouldering barbecue gives off plenty of poisonous carbon monoxide (CO), which can kill.
 - Never use a fuel-burning appliance to heat your tent or awning. Gas and kerosene heaters – unless they are permanently fitted in a caravan or motorhome – should only be used outside. Stoves and barbecues are designed for cooking not space heating.
 - Never run a gas-, petrol- or diesel-powered generator inside a caravan, motorhome, tent or awning.
 - Don't cook inside your tent or awning unless there's an area specifically designed for this purpose and you're sure there is adequate ventilation. To work safely gas, meths and petrol stoves need more ventilation than your tent or awning is designed to provide and there's also the risk of fire.
 - Don't use any other gas, charcoal or liquid fuel appliances inside a tent or awning. Gas-powered fridges and lamps, for example, also need plenty of ventilation to prevent them producing poisonous carbon monoxide. Tents and awnings aren't generally designed with this in mind.
 - Don't rely on a carbon monoxide (CO) detector to keep you safe in a tent or awning. They may be useful at home, in a caravan or in a motorhome, but they are not designed for the conditions found in a tent or awning.
 - Always have gas appliances in your caravan or motorhome serviced regularly.
11. It is your duty to recycle as much of your waste as possible. No large items such as BBQ's, tents, children's cots etc are not to be left on site.
12. No parties. Unacceptable behaviour will result in the termination of your pitch booking and you will be required to leave the site immediately with no refund.
13. Fireworks, Chinese lanterns, drones, metal detectors and all items deemed as offensive weapons (such as guns, knives, laser pens etc) are not permitted onsite.
14. No motorbikes, scooters, quad bikes, motorised or remote-control vehicles are to be used onsite

Cancellation Policy

If you need to cancel your holiday before your arrival date and we are able to re-let your holiday, we will refund your payment less a £25 admin fee. In the event that we are unable to re-let your dates, no refund will be made.

If you are concerned about the prospect of cancelling, please take out holiday insurance. Bookings are not transferable to another family without prior arrangement.

No refunds/discounts for inclement weather, late arrivals or early departures.

Termination of Pitch hire

This contract is between you the customer and us, Haywood Farm Caravan and Camping Park LLP. By entering into this agreement, you undertake for yourself and people who occupy your tourer/tent as your guests (including children and dogs) to adopt the following standards of behaviour.

1. To act in a courteous and considerate manner.
2. To supervise children properly so that they are not a nuisance or danger to themselves or others.
3. You further agree that you will not:
 - Commit any criminal offence at the site for furtherance of any criminal activity.
 - Commit any acts of vandalism or nuisance.
 - Keep or carry any firearms or other weapons at the site, with or without licences.
 - Use any unlawful drugs.
 - Create noise or disturbance.
4. To use and maintain the pitch in full compliance with the terms and conditions.

And that you accept that breach of ANY of these behavioural standards may bring about the termination of your pitch hire.

Dispute/Complaint procedure

Any disputes or complaints should be dealt with in accordance with the Haywood Farm site rules. These terms and conditions 2022 shall be governed by and construed in accordance with English law.

Disclaimers

We take no responsibility for any failure to the electric or water supply due to acts of God, adverse weather conditions etc.

All personal items and their contents (including caravans, tents etc) left unattended on site are not the responsibility of Haywood Farm and are left at the owners' risk.

Haywood Farm and its employees shall not be held responsible for any accident, loss, damage or theft to persons, vehicles, contents etc however caused.

Management has the right to amend these terms and conditions at any time and you agree to abide by the latest version.

The site owners have the right to close the site for unforeseen circumstances (such as Covid-19) and there will be no recompense of site fees in this respect.

By paying your deposit you are agreeing on behalf of yourself and your party to adhere to all booking conditions and rules.