

Fourwinds Leisure
Campsite Booking Terms & Conditions and House Rules

These Booking Terms apply to the business named Fourwinds Leisure (under the "Booking with" section of the Booking Confirmation and the "Provider Information" in the confirmation correspondence) our officers, employees and agents ("We"/"Us"/"Our") and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ("You/Your"). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

Adherence to Terms

The owners have a right to terminate a booking without refund if guests do not adhere to our terms, conditions, policies and campsite rules or behave in anyway that is abusive, dangerous and generally unacceptable to any other guest or member of staff.

Booking and Payment

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You when we receive a non refundable deposit of 50% of the pitch fee. Full payment for complete booking period and number of people or agreed supplements is due on arrival at "Fourwinds". Bookings must be paid for using an acceptable and valid credit or debit card.

Damages

You are responsible and liable for any breakages or damages which you or any member of your party cause to the campsite property. Please report these as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit/ debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this.

Pets

Well behaved dogs are welcome in the campsite once supervised and **on a lead at all times** and walked in designated areas. **Please bag up and use the bins provided for dog waste.** Please note that a maximum of 2 dogs per camping unit allowed. Please note that if your dogs are not well behaved, let off the lead or cause disruption to other guests you maybe asked to leave.

Children

Are welcome at Fourwinds, but must be under supervision at all times by parents or adult carers with particular emphasis on safety of themselves and others and respect for other guests privacy and belongings. Please adhere to the notes made regarding safety and boundary lines within the While You Are Here document, which is handed to you on arrival.

Noise

Guests are expected to be considerate of others by keeping noise to a minimum generally and especially at night. Music must be at acceptably lower levels after 10.30pm. Guests entering and leaving the property late night and early morning and using the common areas should do so quietly. Camping guests particularly are reminded about consideration of fellow campers in relation to late night noise and disruption.

Smoking

Campers are asked to ensure they extinguish their butts and dispose of them in their rubbish and not litter the site. There is no smoking in communal areas.

Access and mobility

We have a separate access statement, please ask for a copy if required. It is also published on our website.

Safety and Security and Visitors

Guests must follow instructions with regards to safety of selves and others at all times. Guests are expected to make themselves aware of fire evacuation procedures, and not undertake any activity that may cause risk of fire or injury to self others or property. Please note we do not take any responsibility for the security of your vehicle (s) or valuables. Please take all reasonable steps to secure your valuables to not invite theft by not leaving them on display. You are welcome to have visitors to your pitch during the hours of 9am and 10.30pm but they **MUST** all call at the house before entering the field to check in without exception. Please ensure that all members of your party do not cross over our boundary lines to our neighbour's property. Please also ensure all members of your party respect our property. As camping takes place on a field please note that there are natural hazards such as rabbit holes and nettles, please take care when walking.

Arrival and Departure

Check in time is 1pm to 8pm (latest) unless otherwise agreed in writing and check out is 11am again unless agreed otherwise. All outstanding costs incurred by you during your stay must be settled up before departure. Please be aware you may not be allowed onsite for late arrivals that have not been specifically agreed.

Prices

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or nights, then the rates may be subject to change.

Liability

Other than for death or personal injury caused only by Our negligence or misrepresentation, our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss

Registration & Insurance

For our overseas guests who are from outside the Commonwealth or EU we must register passport/ID details and onward destination. This is a legal obligation. Holiday deposit/booking/cancellation, persons & vehicle insurance is not included therefore Guests are advised to arrange this themselves.

Pitch Allocation

Please pitch where indicated by staff on arrival and park your vehicles closely beside your unit or in the car park

Camp Fires

The number of campfire pit pitches are restricted and these must be prebooked. **No other campfires** are allowed. Please ask permission from the campsite owners. We have specific campfire terms and rules with safety in mind and will ask a responsible adult to act as fire warden and agree to maintaining these rules. If a campfire is booked you will be supplied with these separate terms and conditions and asked to agree to their instructions.

Rubbish Disposal

We are enthusiastic about recycling and ask campers to help us achieve consistent standards by disposing of their rubbish in the correct bins provided. Please follow our recycling guidelines as shown on the recycling leaflet handed out on arrival and on our notice board.

Camping Amenity Area

You are welcome to use the washing up facilities and showers. Our camping showers are on tokens, please purchase tokens at reception, which are 50p for 6 minutes. We are happy to refund you on departure for unused tokens. – Please can you leave the showers and toilets clean and tidy for the next user. We have a washing machine that you can use on request. The cost is £3.00 and you will need to organise access with a member of staff. Please note camping reception opening times vary. Please check when you arrive.

Wifi

Is available in most parts of the campsite. If you would like access please ask for a password. We have a strict policy with regards to Wifi usage. It is only allowed for surfing appropriate websites and emails. It is not for streaming as our speed is limited at the best of times. We do not guarantee the speed or efficiency of our wifi but are happy for guests to avail of it free of charge once used appropriately.

Group bookings

Group bookings constitute 3 or more camping units under the same name. To administer a group booking we require the Lead Guest (person making the booking) to be responsible for the whole booking in terms of making payment, correspondence and ensuring all members are aware of and adhere to our terms and conditions and site rules whilst on site. We will ensure that all members of the group are sited together, with the exception of late add-ons, which we will do our best to accommodate if space is available. If space is not available alongside the rest of the group we will site that unit as close as possible dependent on the requirements and availability.