

# Booking Terms & Conditions

**Dipple Farm Camping (DFC) is the provider of this holiday.**

**By making a holiday booking you accept the following Terms & Conditions:**

## **The Greener Camping Club**

To comply with countryside planning policy, we operate as a Greener Camping Club members-only campsite. The Club was established by people with a passion for sustainable, eco-friendly camping holidays. When you book your holiday with us, you will be enrolled as a member of the Club. Membership costs just £12 for the calendar year and gives you access to some of the greenest UK campsites. It also includes participation in the Club's 'Trees for Life' scheme, whereby a tree is planted for every member we enrol.

## **Payment**

We require a 50% (conditionally refundable) deposit when booking a camping or campervan pitch. Receipt of the deposit secures your booking. Please note that the deposit also includes full payment (£12) of your Greener Camping Club membership fee. Pitches and campervan accommodation are held provisionally for up to 3 days, after which, if we have not received your deposit, the dates will be released.

The balance is required six weeks prior to your arrival date. If we do not receive your balance by this time, we will assume you have cancelled your holiday and release the dates - see below. For short lead-time bookings, those booked less than six weeks before the arrival date, payment of the full amount is required to secure the booking.

Bookings are not transferable to another family without our prior agreement in writing. If you are concerned about the prospect of cancellation, please take out holiday insurance. Please see further information below.

## **Cancellation by Us**

Dipple Farm Camping (DFC) reserves the right to cancel a camping or campervan holiday at short notice if we are unable to provide a safe camping or campervan environment, due to extreme weather conditions, ill health, fire, flooding or any other extenuating circumstances beyond our control. Under such circumstances, your full payment will be returned to you. DFC cannot accept liability or responsibility for any loss, including consequential loss, caused by cancellation. The Greener Camping Club membership fee is **not** refundable.

## **Cancellation in the Event of Covid-19 Infection**

What happens if you must cancel your booking for any of the following reasons:

- You, or a member of your party:
  - Have a positive Covid-19 test result?
  - Have to self-isolate due to contact with a Covid-19 sufferer?
  - Develop Covid-19 symptoms and are awaiting test results?
  - Live(s) in an area that is put into a localised lockdown - that means you will be breaking the law if you travel.

If any of the above apply we will do our best to offer you an acceptable alternative date for your holiday. If that is not possible then the '**Cancellation by You**' clause will apply.

## **Special Coronavirus Condition**

If, because of Government restrictions on campsites, DFC is forced to cancel your holiday, we make a heartfelt request that rather than a refund, we instead hold your deposit as a credit against a later stay, valid for up to 12 months from your original holiday dates. If you postpone until the following year your Greener Camping Club membership will be carried over to the end of that year.

As a small business, we are wholly dependent on your custom for our survival. We realise these are difficult times for all, but your support will help us get through this and continue to make Dipple Farm a wonderful place to stay.

## **Cancellation By You**

If you cancel your holiday six weeks or more before your arrival date DFC will refund your deposit, less a 20% admin fee and the £12 Greener Camping Club membership fee (which is non-refundable). If you cancel your holiday less than six weeks before your arrival date and it is possible to re-let your holiday for the dates booked, a refund of your deposit and balance, less a 20% admin fee will be made. The Greener Camping Club membership fee remains non-refundable. If it is not possible to re-let your dates, no refund can be made.

## **Children & Adults Safety**

There are many opportunities for play and adventure at Dipple Farm. Our aim is for children to have a truly enriching experience of space and freedom. But there are contingent risks you must be aware of. We permit campfires, there are rivers, river meadows and shallow streams bounding & within the land, we may have horses, pigs, sheep or other animals, we make hay in the summer - so there are tractors around. These risks are small and should be self-evident - but if you are not clear, please ask! DFC accepts no responsibility for injury incurred on site. Parents are responsible for the supervision of their children on site at all times.

## **Arrival & Departure Times**

Arrival time is between 3pm and 7pm. Please call us in good time if you think you may arrive later so that we can make suitable arrangements.

On departure day, please vacate your camping or campervan pitch by 11am.

### **Cars, Campervans & Access to Pitches**

The speed limit while on DFC is 5 mph. You may take your car down to your pitch on arrival day to set up - and on departure day to pack up. For the rest of your stay, cars must be parked on the parking spaces provided.

Campervans are only permitted on certain pitches. If we have had periods of prolonged rain and on arrival or departure days the ground is considered too soft to drive on, please use the wheelbarrows and trolleys to transport your gear. Help will be provided if required. If you are booked to stay on one of the more secluded pitches, vehicles may be taken on the hardened tracks - but again, following prolonged periods of rain we may ask that you leave your vehicle in the farm yard, or on the parking spaces provided.

### **Consideration for Others**

Ours is a peaceful, quiet campsite for the enjoyment of nature. We do not allow loud use of radios, stereos or other sound systems and only quiet talking is permitted after 10.00pm. Acoustic instruments (such as guitars, harmonicas, flutes etc.) can be played before then. Noisy visitors who persistently disturb other guests will be politely asked to leave, without refund. If you are out for the night and arrive back late, please leave your car near the field gate.

### **Recycling & Rubbish**

All rubbish must be recycled. That means separating glass, tins, plastic, paper, cardboard, food waste etc. and placing them in the designated bins. What is left i.e. only items that are not recyclable, can be placed in the general waste bin provided.

### **Campfires**

Please only use the designated campfire places and do not enlarge or alter their position. Do not leave your campfire unattended and think carefully about whether, or not, to light a fire if it is windy. DFC accepts no liability for injury or damage caused by your campfire. By lighting it you accept full responsibility for it. Fire safety leaflets are available on request.

### **Chemical Toilet Disposal**

If you bring a portable toilet and wish to dispose of the contents in our disposal point (CDP), please ensure that the chemical used does not contain formaldehyde, chlorine, bleach or any other corrosive/ toxic chemical (blue chemicals). We can supply (at cost) a green chemical that is 100% biodegradable and septic tank friendly. Please ask us if you want to dispose of the toilet contents so that we can safely escort you to the disposal point at a mutually convenient time.

### **Day Visitors**

Day visitors are only permitted by prior written agreement. Fees may apply.

## **Property Loss**

DFC cannot be held responsible for any lost or stolen property.

## **Smokers**

All the undercover facilities are strictly NO SMOKING. If you smoke, do it outside and safely dispose of your cigarette ends in the campfire or bin.

## **Dog Policy**

Dogs are **not** permitted on site. We took this decision to help protect local livestock, both ours and those of our immediate neighbours.

## **Extreme Weather**

**'Extreme Weather' is covered in 'Cancellations by Us'**

This campsite can be subject to harsh weather conditions. Very strong winds and torrential rain can occur. You must ensure that your tent is robust and pitched correctly. In some circumstances we may ask you to move to another pitch. Please note, we do not provide a refund because of the weather.

**Document date:** 1<sup>st</sup> January 2022.