

BOOKING TERMS AND CONDITIONS

By booking you agree that you have read our camping page and rules page, and to the following terms and conditions:

- You agree to adhere to site rules and guidelines outlined on our website - including no driving beyond car parking areas, and keeping dogs on leads
- You agree to take responsibility for the actions of those in your group, and any damage or nuisance caused by them
- Children must be accompanied by adults, and supervised whilst on site (be aware of ponds, plants, and animals)
- Groups of up to 5 tents / campervans and 12 adults are welcome, but Thistledown is a family orientated campsite - noise must be kept to a minimum in the evenings and no amplified music is permitted
- Day guests must be paid for, and they must leave by 10pm
- Campfires are encouraged, but must be in the existing fire pits. You must follow the fire safety advice on our website, and familiarise yourself with the locations of the fire points. We are not responsible for any injury or damage caused by campfires
- We reserve the right to ask campers, or day guests, to leave without refund or credit (if, for example, they are noisy or violate site rules)
- We take no responsibility for lost or damaged property whilst onsite, whether it be in the camping areas, the shop / reception building, or the car parking areas

REFUNDS AND CANCELLATIONS

In order to book we require full payment for your stay. If you cancel with at least 30 days' notice then we will issue a 90% refund. If you cancel with less than 30 days' notice but at least 7 days' notice and we are able to rebook the space then we will issue a 90% refund. If you cancel with less than 7 days' notice then no refund will be made, even if the space is rebooked. We are unable to refund changes in the number of adults / children / dogs with less than 7 days' notice. It may be wise to take out insurance against cancellation.

It can be difficult trying to organise a group, so we will refund your booking in full if we become fully booked before all of your group can book (max 5 tents). This only applies if we are notified of the issue within 4 days of the first booking being made - so try to encourage all members of your party to book within a couple of days of each other.

In the unlikely event that we have to close the campsite, we will refund 100% of your booking.

PRIVACY POLICY

We may very occasionally contact you using the provided email address regarding offers or developments. We will never pass any of your details on to other individuals or companies. We do not hold any card details.