



# Thistledown Farm Campsite

## **BOOKING TERMS AND CONDITIONS for 2022 season**

When booking, you agree to follow the Terms and Conditions below:

- You confirm that you have read our Camping and Rules pages, and agree to adhere to site rules and guidelines outlined on our website. You agree to inform your group of the camping conditions and the Rules.
- You understand that one pitch is allocated per one tent or campervan only and that the fee for one pitch includes up to two campers and one car pass only. Additional requirements per pitch must be paid for at time of booking.
- A maximum group size of up to 5 pitches (5 tents or campervans) and 12 adults is accepted (if government regulations permit), unless otherwise agreed in writing.
- You agree to take responsibility for the actions of those in your group, and any damage or nuisance caused by them.
- A maximum of 2 day guests are permitted per pitch up to a maximum of 5 per GROUP, unless otherwise agreed in writing, and must be registered on arrival. All day guests must leave by 10pm.
- You understand that as our site is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by the weather, plants, trees, insects, animals or wildlife.
- You accept that we will not take responsibility whatsoever for damage, loss or theft of items belonging to campers and their guests during their stay.
- We reserve the right to ask campers, or day guests, to leave without refund or credit if they violate site rules
- You read and accept the Refund and Cancellation policy below.

### **Refund and Cancellation Policy for 2022 season (as from Dec 2021)**

At the time of booking, you will need to pay in full to secure your booking. **Please be aware that the booking fee includes a 25% non-refundable charge to cover administration costs, which will not be refunded in any circumstances.**

If **you** cancel your booking, for any reason, more than 28 days before your date of arrival, you will be eligible to a refund of 75% of the total booking value paid.

If **you** cancel your booking, for any reason, between 14 - 28 days before your date of arrival, you will be eligible to a refund of 50% of the total booking value paid.

If **you** cancel your booking, for any reason, with less than 14 days before your date of arrival, you will not be eligible for any refund.

**We strongly advise you to take out a travel insurance policy that covers your trips in the UK at the time of confirmation and payment to Thistledown Farm Campsite, to cover you for unexpected or unfortunate reasons that may lead you to cancel your stay with us at short notice, including those related to Covid-19 or connected circumstances.**

If **we** are unable to open the campsite at the time of your booking **due to a government directive**, the full value of your booking will be deferred for you to use on another date of your choice within the 2022 or 2023 camping season (subject to availability).

If **we** cancel your booking, **for any other reason** (other than your non-compliance with our Rules), up to and including the dates of your stay, you will be offered the opportunity to defer the full value of your booking to another date of your choice within the 2022 or 2023 camping season (subject to availability), OR to claim a full refund before the close of the 2023 camping season.

#### **Amendments to bookings**

Subject to availability, amendments to your holiday dates within the season can be made free of charge if you notify us by email at least 21 days before the date of your arrival. Any amendments to holiday dates within 21 days before the date of your arrival will not be permitted. Booking errors can be amended, free of charge, provided you inform us by email within 24hrs of making your booking.

Additions to your booking regarding number of campers, car passes or number of pitches (subject to pitch availability) can be made up to the date of arrival, if agreed in writing. Please email your requirements to [info@thistledown.org.uk](mailto:info@thistledown.org.uk). Additional fees incurred will need to be paid in advance or on the day of arrival, if agreed in writing. Refunds, if applicable, will be paid according to the Refund and Cancellation policy above.

**By submitting a Booking, you are deemed to have accepted these Terms and Conditions. We reserve the right to change these Terms including those related to any new policies shared on the Website at any time and any such changes will take effect from the time of posting on the Website and displayed at the Campsite, or otherwise brought to your attention. You are bound by these conditions at the time of 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.