



## STROXWORTHY FARM CAMPSITE

### TERMS AND CONDITIONS

**Phone: 07388657580 or email:stroxworthyfarmcampsite@outlook.com**

**[www.stroxworthyfarmcampsite.co.uk](http://www.stroxworthyfarmcampsite.co.uk)**

#### 1. Arrivals & Departures

- 1.1. Please make sure your arrival and departures are in line with our requested times, which are arrivals between 2-pm - 8pm and departures by 11am. Quiet hours must be respected **between 10 p.m. and 7 a.m.**
- 1.2. Pitch allocations are made prior to your arrival day but are subject to last minute changes where necessary.
- 1.3. Caravans and tents should be pitched at least 6 metres apart in the designated pitch area.
- 1.4. There is no reception on site please let us know when you arrive by messaging/texting/phoning or emailing on the above contact details.

#### 2. Bookings and Cancelations

- 2.1. To confirm a booking a non returnable deposit is due at the time of booking and your final payment is due 7 days before your arrival day.
- 2.2. The deposit required is outlined below. In the event of a customer cancelling a stay the deposit is non refundable.

Duration of stay	Deposit required
1-5 nights	Cost of 1 night
6-13 nights	£50
14-28 nights	£100

- 2.3. Please note transaction fees may apply to payments and will be listed on your invoice.
- 2.4. You may cancel your stay without penalty upto 7 days before your stay. Please inform us in writing so we can cancel your booking.

- 2.5.** If when you cancel there are 7 days or less until your stay there are no refunds. Please inform us if you would like to cancel your booking, we can discuss the option of re-booking your stay on new dates depending on availability. Re-booking is not guaranteed and is not always possible.
- 2.6.** Re-bookings are only offered under certain circumstances and are not possible in high season. A rebooking must be made within a month of the original booking. Dates of a new stay can be outside that 1 month window but the new booking must be made within that month.
- 2.7.** The site is not liable for any refund in the event of force majeure.
- 2.8.** Your booking is made in accordance with the details provided to us at the time of booking. If you wish to make an alteration to your booking, we will endeavour to do so but this cannot always be guaranteed. If you wish to make an amendment to your booking please contact us in writing.
- 2.9.** If you are asked to leave before the end of your stay due to breaking our terms and conditions no refunds will be given.
- 2.10.** Bookings can be for a maximum of 28 days only per stay.

### **3. Dogs**

- 3.1.** Dogs are welcome on site but must be booked in at the point of booking.
- 3.2.** Bookings for dogs are usually restricted to two dogs per pitch. The total number of dogs on site may be restricted depending on booking numbers.
- 3.3.** Please keep your dog on a lead at all times while on site. Dogs should not be wondering around the site freely.
- 3.4.** You can walk your dog from the campsite down the lane to the public road it is a 35 minute walk to the village of Woolsery, you can also walk a circular loop in around 45 minutes. Please do not venture further down the lane as this is a private lane for our neighbours and is not a public right of way.
- 3.5.** Stroxworthy Farm Campsite expect that dogs brought on site are well socialised and friendly to other dogs and people and will not have excessive barking tendencies.
- 3.6.** All dog owning guests must carry dog poop bags at all times and clear up any mess immediately from the site and place it in the appropriate dog waste bin.
- 3.7.** Dogs should never be left unattended on site for any length of time. Unattended barking dogs or loose/out of control dogs will not be allowed to remain onsite.
- 3.8.** Guide dogs are allowed on site free of charge.
- 3.9.** Please do not walk your dogs in the fields as they are grazed by our herd of cows and gates, fences & wires must be secure at all times.
- 3.10.** The site does not accept breeds/crossbreeds listed in the Dangerous Dogs Act (i.e. Pit Bull Terrier, Japanese Tosa, Dogo Argentino, and Fila Brasileiro).

### **4. Electric**

**4.1.** Metered pitches are allocated 10 units per day, which is included in the price of the pitch. Electricity use over this amount will incur charges and be invoiced at the end of your stay. In the case of a seasonal pitch the allocation is 300 units per month and extra units used will be charged monthly.

## **5. Waste**

**5.1.** There is a recycling shed on site; we ask all guests to maximise recycling and place all rubbish & recycling in the appropriate bin/boxes provided in the shed. Please rinse recycling before placing it in the recycling boxes.

**5.2.** For chemical waste we are GREEN not BLUE. The green chemicals are kinder to the environment. Please ensure you use green chemical for your caravan cassette toilet. We can supply green chemical if needed.

**5.3.** Waste disposal should only be carried out by an adult. Cassettes should be emptied carefully, slowly and with control in the correct, well signed area. Care should be exercised when handling chemicals and refilling with water to prevent contamination and splashing. When cassettes are emptied full bucket of water should follow to prevent blockages.

## **6. Safety**

**6.1.** Barbecues are permitted but must be raised off the ground and attended by an adult at all times.

**6.2.** There are no fire pits or disposable BBQ's allowed on this site.

**6.3.** Visitors are advised for their own safety to pack sensibly and consider weights before lifting. Visitors should bring trolleys where needed for heavy equipment. Water containers should be of suitable size to be carried by hand.

**6.4.** We ask that the playing of any games, takes place away from tents and vans.

**6.5.** A private lane passes between the two fields of the camp site. There is a small amount of traffic which uses this lane so care should be taken when crossing.

**6.6.** Visitors are not permitted in the surrounding field/s where it is likely that cattle will be grazing.

**6.7.** Our cattle graze the fields around the campsite all gates and fences should be secure at all times and we request that you do not try to feed the cattle.

**6.8.** No dogs should worry the cattle in any way.

## **7. General**

**7.1.** All vans should be DVLA approved touring caravans, campervans and motor homes. Vans should have side windows and be equipped for sleeping in. No pickup trucks are accepted on site. We do not accept cars for sleeping in.

**7.2.** Do not wash your vehicles on your pitch, the nearest facilities for washing vehicles are in Bideford.

- 7.3.** In the event of a complaint, please contact the manager immediately. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have left the site.
- 7.4.** Please note that the toilet/shower facilities are unisex.
- 7.5.** Public areas are non-smoking.
- 7.6.** The management reserves the right to deny access or terminate the stay of those guests whose behaviour is deemed unsuitable. No refunds will be offered.
- 7.7.** The bottom of the lane is our neighbours so please respect their privacy.
- 7.8.** We wish to promote the peaceful and relaxed nature of our small and quiet site. We ask that all visitors are respectful to ensure that everyone enjoys their stay. Failure to do so may result in you being asked to leave the site with immediate effect. If this happens, your stay with us will cease and no refunds will be given and no extra costs incurred by you will be covered.