

Hadfer Campsite

Terms and Conditions

Booking

1. Booking is only complete once full payment is received into our bank account and a confirmation is issued to you.
2. Bookings are not transferable.
3. You must be over 18 to make a booking.
4. We reserve the right not to accept a booking.
5. The price of your camping pitch entitles you to locate one tent / campervan for up to two people and one car per pitch. Any additional cars can be parked on the long stay car park on payment of the parking fee. Any additional people incurs extra fees.
6. The price for campervans is for one campervan pitch for up to 2 people. Any additional people incurs extra fees.
7. The price for your pod is for one pod for up to two people. Any additional people incurs extra fees.
8. The price for glamping tents is for two people.

Groups

9. Booking for a group means that acceptance is made on behalf of all members of the group of these terms and conditions.
10. If any of the group are in breach of these terms and conditions we reserve the right to terminate permission for the whole group to stay and no refunds will be given.
11. Monies will not be refunded in the event that some members of your group fail to arrive or leave early.

On arrival

12. Report to the café to be allocated a pitch/pod/glamping tent.
13. If arriving after café is closed you must notify us by email (admin@hadfer.com) of your estimated arrival time and notify us on your arrival. No entry onto the campsite is allowed without notifying us of your arrival and permission to enter having been granted by us,
14. No entry onto the site after 9pm, nor without permission.

Key fobs

15. A deposit of £20 cash is payable on arrival for your key fob that gives you access to the site and toilets/showers. Losing or damaging these will result in the loss of your deposit

Parking of vehicles

16. Campers - Vehicles must be parked on the campsite car park in your allotted space and entry on foot only via the pedestrian gate next to the barn. Gates must be kept closed.
17. Campervans - to be parked in allotted pitch. Entry to the pitch via the glampers gates which must be closed at all time. no pedestrian access through the glampers field. No vehicular entry through the glampers gates after 10pm.
18. Glampers - to park in your allotted parking space in the glamping field. No entry through that gate after 10pm.
19. All gates to the campsite must be closed at all times by all guests.

Staying on site

20. Under no circumstances must any camping guest enter the glamping field. They must only use the pedestrian gate by the barn. Breach of this will result in you being asked to leave the site immediately and no refund given.
21. Campervan guests can only enter the glamping area to drive to and from their pitch, they must use the pedestrian gate by the barn when on foot.
22. Be aware that there is CCTV in operation on the whole of the site. Not all cameras are visible.
23. No under 18's to stay on site without an adult present.
24. Pitches are available from 2pm on the date of your arrival and must be vacated by 11am on the date of departure. Parking on the long stay car park is allowed on payment of the parking fee payable in the cafe subject to availability. .
25. Overstaying on the pitch will result of a £60 fee payable before leaving the site.
26. Extended stays can be arranged subject to availability and on payment of the fee.

27. The number of people and dogs occupying each pitch must not exceed the number stated on the booking. Breach of this will result in a fee of £60 per additional person/dog and/or your stay will be terminated and no refund given.
28. Anyone entering, or allowing others to enter, the campsite without permission will incur a fee of £60 per person. You will also be asked to leave and no refund will be given
29. Pitching of tents and parking of vehicles must be on the specific position that you have been allocated by the management. Pitching of tents must be 6 meters apart, excluding any guy ropes. No seating, camping equipment (including windbreaks, camping stoves, barbeques, camping heaters and awnings) are permitted within 3 meters of another pitch, so as to comply with the national fire regulations/licence conditions.
30. Never use candles or any kind of flame in or near any tents or vehicles. Flammable liquids and gas cylinders must be kept outside the tents/ porches. No oil burning appliances to be used. Do not use cooking equipment inside tents and if used must be outside the tent and off the grass. Any injury or damage caused by not following these rules will leave you liable for any injury, loss or damage.
31. No fireworks or Chinese lanterns are permitted.
32. No smoking in any building or tent on the whole of the site.
33. Personal belongings are your responsibility and we will not be liable for any personal belongings being lost, damaged or stolen during your stay.
34. No non prescription drugs to be consumed or brought onto the site. If you do so, you will be asked to leave immediately and no refund will be payable.
35. If the availability of all services/facilities are unavailable we do not accept any liability.
36. In the event that your pitch is not available from 2pm we accept no liability.
37. The campsite has uneven ground, steps, guy ropes, pegs, gravel boards, water, ditches and low lighting. Therefore, torches and suitable footwear are advisable. Care should be taken when moving around the site.
38. There is no entry to the bottom end of the field where there is construction work

Showers/ toilets / washing up

39. The fee includes use of the toilets, shower and washing up facilities by the cafe. The shower costs 50p. Hot water for washing up is available from the shower room on payment of 50p.
40. The toilet/shower block located over the bridge behind the cafe is for glampers only and at the discretion of the management.

Glampers

41. All furniture/ equipment provided must remain inside the glamping tent.
42. No dirty outdoor footwear/ muddy clothing allowed inside the glamping tent.
43. No food preparation inside the glamping tents.
44. Only firewood provided by the management must be used in the log burners. Under no circumstances must anything else be burn in their as it will cause damage to the fire/flue for which you will be liable.
45. The carbon monoxide monitor must remain inside the tent at all times and must not be tampered with.
46. Please fill in breakfast order sheet on arrival and complete each day for the following day and place in the breakfast bag.
47. If you have allergies to any food it is your responsibility to notify us. No liability is accepted if you fail to do so, No guarantees are given that there are not traces of allergens in the breakfast included. Please notify the management of any food allergies.

Noise & nuisance

48. All noise, music etc must be kept to a low volume so as to not interfere with the peaceful enjoyment of the site by others.
49. There must be no noise after 11pm and before 8am. This extends to the whole site, including the car park.
50. Anyone causing a nuisance or offence, will be asked to leave. No refunds will be given.

Campfires

51. No campfires allowed except in the fire pit provided by the barn.
52. Use of fire pit is at your own risk. Only use firewood (but do not cut or damage the nearby woodland)

53. When using please care for the safety of yourself, others and surrounding buildings. You are liable for any injury or damage caused. Do not allow anyone under 21 to use it. Do not use when affected by alcohol.
54. Ensure you familiarise yourself with where the fire point is (between the camping field and glampers field.)
55. We do not accept any liability if you choose to use this facility.

Dogs

56. We welcome quite, well behaved dogs (maximum 2 per pitch) under the following conditions –
 - a. All dogs to be kept on a short lead at all times.
 - b. Dogs to be exercised off site, walked directly from your pitch to the nearest exit and then off site.
 - c. Dogs not to be left alone on the site at any time either inside or outside any vehicle or tent/campervan/pod.
 - d. Any fouling to be cleaned up immediately. - if not fee of £40.
 - e. If a dog causes a disturbance or nuisance to others, or is in breach of these terms and conditions the owner must remove the dog(s) from site immediately and permanently. No refunds will be given.
 - f. Be aware that there is livestock in the farmers fields and your dogs are liable to be shot if worrying those animals.
 - g. You are liable for your dog.

Rubbish/damage

57. All areas must be kept free of all rubbish and belongings, and free from damage / mess on leaving. If not there will be a £60 fee payable for cleaning costs and/or the cost of repair of any damage. Please leave it as you found it. Report any damage /mess immediately to the management.
58. A Recycling bins is provided. We are an environmentally sensitive site and therefore anything that is not recyclable must be taken home with you and not placed in to our bins. Please check the list of the items that can be recycled on the bin. Cctv in operation.
59. Do not leave food waste on site as it attracts vermin. A biodegradable food waste bag can be obtained from the cafe. Your food waste bag can be handed in at the cafe for disposal. No raw meat can be placed into the bags and must be removed from site by you.
60. Any non recyclable items must be removed from site and taken home with you,

Refunds and cancellations

61. No refunds will be made if all facilities are not available.
62. No refunds will be made if you are in breach of these terms and conditions and you are asked to leave.
63. We strongly recommend that you take out your own cancellation/ holiday insurance.
64. On cancelling your booking (only in writing by email to admin@hadfer.com) the following applies – up to 3 months, before the date of your holiday, you will receive a full refund, minus administration fee of £10. Otherwise no refund will be awarded.
65. We reserve the right to cancel bookings at any time.

Data protection

66. CCTV recordings will will not be stored for longer than 1 month, unless required as evidence and may be deleted at any point before then.
67. Wifi is available but if, due to service outage, in excess of 24 hours, any fee paid for each day unavailable will be refunded. If wifi is included in your fee then no such refund will be made. No liability is accepted if the wifi is not available.
68. Mac addresses will be recorded for each individual device connected to the wifi and in the event of any illegal activity will be provided to the relevant authorities.
69. Credit card details will not be held by Hadfer limited. If pre authorised the credit card will be held by the relevant booking provider/card processor until the transaction is complete.
70. Email addresses,telephone numbers and home addresses will be held by us to contact you regarding your booking. These details will not be passed to any third party, save for the authorities in the event of suspected illegal activity. They will not be used for marketing, unless you ask us to contact you.

Complaints procedure

71. We aim to provide a good service however on the rare occasion that there is a problem please discuss them with the management. Negative reviews must not be publicly published

without first discussing any alleged issues with the management. If done so in breach of this, any such reviews must be removed immediately. Any costs incurred by us ensuring that it is removed are recoverable from you.

Emergencies

72. Ensure that you know where the exits for the site are.
73. On discovering a fire, flood or other emergency you should, if safe to do so, raise the alarm using the bell at the fire point. If safe, use the fire extinguishers at the fire point, to attempt to fight any fire.
74. Any interference with the equipment at the fire point will result in you being immediately removed from site and no refund given.
75. In the event of fire, flood or other emergency, you must assemble outside the cafe, if safe to do so, or other side of the road, and call the emergency services immediately and notify the management immediately.

Liability

76. We do not accept any liability of any description for any person, dog, vehicle or property using the site. We are not responsible for any loss, theft or damage to any property on site. Site users must ensure that they have appropriate insurance cover.
77. We reserve the right to amend these terms and conditions and the up to date version will be published on the website www.Hadfer.com.

HADFER LIMITED