

Greenacres Camping – Terms and Conditions of Booking

Booking

Bookings are welcomed on the understanding that Greenacres' Terms and Conditions (the contents of this document) are accepted and observed.

A **25%** initial booking fee is required at the time of reservation.

Where the full booking fee is less than **£60** then the full payment is required at the time of the reservation.

For the Glastonbury Festival period an initial booking fee of **50%** of the full booking cost is required at the time of the reservation. Full payment will be requested by 30th April 2024.

For any bookings made less than **21 days** before the due date of arrival payment in full is required at the time of reservation.

Initial booking fees cannot be transferred or refunded.

Special terms exist for group bookings – see **Group Bookings** below.

A minimum stay of **3** nights will apply at Bank Holiday weekends and **2** nights for other weekends in July and August.

You are welcome to express a preference for a particular area of the site. Where possible we will try to arrange this for you, but we can never guarantee the availability of a particular pitch.

We reserve the right to decline any booking without explanation.

Cancellation

Please notify us immediately if you need to cancel your holiday. On the same day you should send us confirmation, by email or by first-class mail, with a written explanation of the reason for your cancellation. The following timetable will apply for cancellation before your planned arrival:

- More than 42 days: We will refund any monies paid, excluding your initial booking fee.
- Between 42 days and 21 days: We may refund a portion of any monies paid, excluding your initial booking fee, at our discretion.
- Less than 21 days: Payment in full is required and no refunds will be given.

We strongly recommend that you take out an appropriate holiday insurance policy to provide cover in case you need to cancel your holiday.

In the unlikely event that Greenacres Camping needs to cancel your holiday a refund of all monies paid, including your initial booking fee, will be given in full settlement. If we need to cancel part way through your holiday, we will refund pro-rata, based on the number of nights remaining. We will not be liable for any consequential loss over and above the total amount paid to us.

Greenacres Camping will not be liable for cancellations due to *force majeure* event(s), including but not limited to war, riots, earthquakes, hurricanes, lightning, and explosions, energy blackouts and unexpected legislation beyond its reasonable control. Where possible, reasonable endeavours will be made to find an equitable resolution. For example, this may include an offer to defer any reservations / payments to be fulfilled at some future date.

Please note that since Greenacres Camping bookings constitute “*services related to leisure activities for a specific date*” the cancellation rights contained within the *Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013* do not apply.

Car Parking

We are happy for you to park **ONE** car on your camping pitch. Additional cars may be unloaded on site then left in the car parking area for the remainder of your stay. If you return late in the evening, after 11:00 pm, please use the car parking area, to avoid disturbing others.

If the site is very wet, we may require you to park all vehicles (excluding camper vans used for sleeping) in the car parking area.

Visitors’ cars are NOT allowed on site and must be left in the car parking area - see *Visitors* below. Blue badge holders are the only exception to this rule.

Check-in and Check-out

Check-in is open from **2:00 pm until 8:00 pm**. **Check-out is by 11:00 am latest and pitches need to be clear by this time**. Arrivals and departures outside these times are by arrangement only – see *Late Departures* below. If you have not arrived by 8:00 pm on the day you are due to begin your stay at Greenacres, and you have not contacted us to make arrangements for a later arrival, then this will constitute a **cancellation** on your part of your entire stay. See *Cancellation* above. All outstanding charges must be paid on arrival – see *Payments* below.

Children

Your children remain your responsibility at all times. Greenacres takes pride in a family-friendly, safe environment, so please make sure your children do not spoil things for others. We especially ask that children are supervised when using the play equipment and in the shower block.

Our site layout is designed to provide lots of space for children to play games safely in the middle of the field, well away from any building, tent or vehicle.

The wooden playhouses are only for children aged 10 years and younger to play in.

Water pistols are welcome in the middle of the field, away from the shower block and play equipment. They may be filled **ONLY** at the wash-up sinks, **NOT from the basins in the toilets**. This prevents the toilet floors becoming excessively wet and slippery.

Water balloons/bombs, Fireworks and Chinese lanterns are NOT allowed.

We will levy charges on parents/carers for the repair/replacement of site fittings and equipment, where children have been shown to have caused damage or committed acts of vandalism.

Conduct

Please behave to others as you would like them to behave towards you and respect the peaceful nature of the site. As a family-friendly facility we operate a **zero tolerance** policy on the use of loud, foul or intimidating language or inappropriate behaviour. We may insist on the immediate departure from Greenacres of anyone whose behaviour is detrimental to the site, its staff, animals or guests or who fails to comply with our terms and conditions of booking. A refund of the unused portion of any fees paid shall be sufficient discharge of all obligations to any person(s) requested to leave the site because of a breach of these terms and conditions.

Complaints

We try very hard to ensure that the services we provide are of high quality, but occasionally things can go wrong. If you have a complaint, please tell us immediately, so we can try to sort out the problem with those directly involved. If you are dissatisfied with the outcome, please write to us or email us with full details of your complaint. We will consider the circumstances and provide a full response within 5 working days.

Dogs

Child safety is most important to us and for this reason dogs are not allowed at Greenacres, either staying or just visiting. This prohibition does not apply to guide dogs or other registered assistance dogs, whose special training means they are unlikely to cause problems.

Fires and BBQs

Campfires and barbecues are allowed providing they are well off the ground within a suitable metal container. Firepits are available for hire, together with supplies of wood etc. Any disposable BBQ placed directly on the ground will incur an immediate £50.00 fine.

If you bring your own firepit, then logs and kindling and have to be purchased on site.

There are bricks/blocks available behind the shower block to lift BBQs off the ground – please use them and help look after the grass for others, then return them after use.

Ashes must be placed in the metal bin provided at the recycling point and **NEVER** in the plastic waste bins or hedges around the site. Cutting or otherwise damaging our trees for firewood is strictly forbidden.

In the interests of safety it is **ESSENTIAL** that fires and barbecues are kept well away from tents/vans and never lit or allowed to smoulder under cover, where lethal carbon monoxide fumes could enter sleeping areas.

Electric Hook-Ups

No charging of electric cars is allowed at all. If anyone is found to be charging a car they will be asked to leave immediately, and no refund will be given.

First Aid, Health and Welfare

If you are unfortunate enough to suffer an accident or illness during your stay, please notify site reception within normal opening hours, or 24hrs for emergencies. First Aid facilities are available. Advice about Accident & Emergency, Minor Injuries and GP services available locally is also displayed on site and in reception.

If you, or members of your party, believe you may be suffering from an infectious disease, please refrain from using the site facilities. Please pack up and call reception to notify that you are leaving.

Group Bookings

We are happy to accept bookings from groups of families and we will normally site members of the group together or close-by, although this cannot be guaranteed. There are minimum occupancy requirements for groups – see **Occupancy** below.

For groups of 4 pitches and above, **payment in full** is required at the time of booking.

Late Departures

It may be possible to extend your stay **up to 4:00pm** on your day of departure, by arrangement. Late departures should be arranged with us on arrival and the fee paid. They cannot be pre-booked or guaranteed and are subject to availability. If you need to be certain of a late departure, please book and pay for an additional night. Late departures are not normally available in high season (July, August, Bank Holidays and Glastonbury Festival). **Only the occupants of the pitch(es) booked for late departure may remain on site after 11:00am.**

Liability

We acknowledge our liability for death or personal injury resulting from the negligence of Greenacres Camping or its employees. In all other cases, we shall not be liable to you in contract, in tort or otherwise for any indirect, incidental or consequential loss suffered by you. If, notwithstanding the above liability provisions, we are found liable for any loss or damage suffered by you, that liability shall in no event exceed the total price paid for your holiday. We will not be responsible for anything resulting from unforeseeable events that are beyond our reasonable endeavours to control.

You are advised to take out insurance against any loss, which you might incur, which is excluded by these terms.

Licence

The site is licensed under the Public Health Act 1936 by Mendip District Council.

Occupancy

All members of your party must be recorded on your booking with the site Reception. Camping pitches should normally be occupied by one tent, trailer tent or camper van (including awning), except by arrangement. Our pitches are very generous in size and we will normally be happy to agree to an additional small "pup tent" or gazebo at no extra charge.

In high season and for all group bookings we will levy an **under-occupancy charge**, if the occupancy per pitch is less than the equivalent cost of 2 adults.

Commercial vehicles (vehicles used for work-related purposes, carrying goods or fare-paying passengers) and sign-written vehicles are not permitted on site.

Payments

Payment of initial booking fees and any other advanced payments may be made by bank transfer or by debit/credit card. We no longer accept cheques. Payments on site are by cash or debit/credit card only. **There is a minimum transaction value of £15.00 for card payments and some goods/services may be cash only. Details are available at the site reception.**

Most Visa/Mastercard and Maestro cards are accepted, but not American Express. A 2.5% surcharge will apply for commercial cards.

Final settlement of any charges (for example, the difference between the initial payment made when booking and the total cost of your stay) is due for payment 21 days before arrival. Unpaid charges will attract interest at the rate of 10% per annum, commencing 14 days after their due payment date. Unpaid charges 30 days or more overdue will be subject to a debt recovery administration fee of £45.00. Any other costs arising from the recovery of outstanding debts will also be added as they are incurred.

Peace and quiet

An important part of any holiday is a restful night's sleep, so guests are asked to be quiet between 11.00 pm and 7.00 am. Everybody understands that young babies cannot read these rules!

Showers and Toilets

Please do not leave the sinks running – it lowers the water pressure and causes inconvenience for others. Also, be sure to turn off the lights in the toilets (shower lights are automatic).

Greenacres has NO FACILITIES for emptying portable chemical toilets. The site drainage is served by a septic tank, which is easily damaged by chemical toilet fluid.

Size

We accept all sizes of tents and trailer tents. Please inform us at the time of booking if you have a very large tent. We also accept camper vans and motorhomes up to 7.0 metres in length. Larger motorhomes are not accepted because we do not have hard-standing pitches, also the lanes close to the site are quite narrow.

Caravans of any size are not permitted due to restrictions in our site licence.

Speed limit

The speed limit throughout the site is **5 mph** – whether you are on foot, on your bicycle or in your car. Remember that young children playing will not be expecting vehicles. For safety reasons please **always drive around the perimeter of the camp site – never across the children's play area.**

Visitors

All visitors need to report to reception before entering the campsite. They should use the car park across the lane from the site entrance as **visiting vehicles are NOT allowed** within the site itself, other than Blue Badge holders. Visitors staying more than 30 minutes will be required to pay the day visitors' fee. Visitors must leave the site before **8:00 pm**, unless by prior arrangement.