Campsite Booking Terms & Conditions

Please read these terms and conditions before making your booking.

1. General
   1. In these terms and conditions: “Accommodation” means a bell tent and / or camping pitch
   2. “Site” means a camping site
   3. “You” or “Your” means the person named in the booking confirmation
   4. “We”, “Us”, or “Our” means Seaview Farm Camping, Weymouth

1. Your booking
   1. We reserve the right to accept or decline bookings entirely at our discretion.
   2. Your contract with us will begin when we issue your booking confirmation.
   3. Your contract with us will be on the terms set out in these terms and conditions.
   4. All bookings are formally confirmed when we issue your booking confirmation. Your booking confirmation will set out the accommodation you have booked, the dates of your booking, the number of people included in the booking and the total amount paid for your booking.
   5. We will issue you with your booking confirmation by email or, if requested, by post.
   6. You, as the person making the booking, will be responsible for all members of your party. You, as the person in charge of your party, must be at least 18 years old at the time of booking.
   7. Children under the age of 18 must be accompanied by an adult.

1. Paying for your Accommodation
   1. You must pay us a booking deposit to confirm your booking as set out in the table below:

|  |  |
| --- | --- |
| Camping Pitch | 15% of booking- full balance 7 days before arrival. |
| Bell Tent | 15% of booking- full balance 7 days before arrival. |
|  |  |

* 1. The booking deposit is non-refundable.
  2. The balance of your holiday invoice can be paid at the time or booking, or at any time up to 7 days before the booking date. Your booking must be paid for in full 7 days before your arrival date.
  3. We reserve the right to change or withdraw an offer at any time by amending or removing details of these offers from our website.

* 1. Pricing for our Accommodation
     1. We periodically review and amend the prices we charge for our Accommodation. For the most up to date pricing information please check the relevant section of our website or telephone the Site directly.
     2. We will confirm the price of your Accommodation at the time you make your booking.

* 1. If you want to cancel your booking
     1. Your accommodation booking is a contract for the provision of leisure services on a specific date or dates and this means that you do not have a statutory right to change your mind and cancel the contract. We do, however, offer you the right to cancel your contract subject to the provisions of this Section 5. Nothing in this Section 5 affects your statutory rights.
     2. If you wish to cancel a confirmed booking you must let us know by email or in writing as soon as possible.
     3. Our cancellation charges are set out below:
        + If you cancel your booking we will not issue any refund for any part of your booking deposit. For the avoidance of doubt, this include where you cancel your booking for any reason outside of your reasonable control, including without limitation, inclement weather and illness.
        + You may wish to consider buying holiday insurance to compensate you in these circumstances.
        + Cancellations within 7 days of your arrival date will not be refunded.
  2. 1. If you want to change your booking
        + If you want to change any detail of your confirmed booking you must let us know by telephone, by email or in writing as soon as possible. This includes details such as the number of tents, the number of guests, change of dates.
        + Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes.
        + We can only discuss changes to bookings with you, we cannot discuss the booking with another member of your party, or other person, unless you give express consent for us to do so.

* + 1. If we need to change or cancel your booking
       - We do not expect to have to make changes to your booking, however problems can happen and bookings may have to be changed or cancelled. We will only change or cancel your booking if necessary, to perform or complete essential remedial or refurbishment works, if we have to close the Site due a Severe Weather Warning or other severe weather event, or for other reasons unforeseen at the time you made your booking which are beyond our reasonable control.
       - If we do need to change or cancel your booking, we will refund any payment made towards your booking.
       - If we do need to change or cancel your booking under this Section 7, we will not be responsible for any losses you suffer as a result of that change or cancellation.

* + 1. Special requests

Special requests, including requests for adjacent pitches can be made at the time of booking. Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request.

* + 1. Group bookings
       - Bookings for all groups, including large family or friend groups must be notified to us and approved by us at the time of booking.
       - The person making the group booking will be expected to ensure full payment for the booking is made. In the case that part of the group booking is cancelled, they rules in Section 5 relating to cancellation charges do apply. We would advise that all members of the group are made aware of our booking terms & conditions.
       - Please note that if you fail to comply with our rules on group bookings as set out in this Section 9 we may need to exercise our rights under Section 13 (“Our right to evict”).

* + 1. Visitor standards and behaviour
       - When you are pitching a tent, you must leave a safe and reasonable gap between your tent and others on the Site. Specifically, there should be access to each tent which is clear of guy ropes and other obstructions. If we decide that your tent is not pitched with a suitable gap or without due consideration to others around you, we will ask you to move it.
       - You must only use the accommodation for the purposes of your holiday. You must not use the accommodation for any other purpose, including without limitation for any business purposes, without our prior consent.
       - You must keep the accommodation and any contents clean and tidy and leave them in the same condition as when you arrived.
       - You must not use the accommodation, or allow it to be used, for any dangerous, offensive, noisy, illegal or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.
       - You and your party must not smoke inside any Accommodation.
       - If you discover that anything is missing or damaged on arrival at your Accommodation you must notify us immediately. If you do not notify us we will assume that you caused the relevant damage or loss.
       - If your Accommodation is damaged by you or your party during your stay, we have the right to recover the cost of the damage from you, including any extra cleaning costs.
       - You and your party may only use a barbeque or fire on Site if it is placed outside and raised off the ground. You and your party must not use barbeques, gas stoves, or other naked flames and cooking equipment inside any Accommodation.
       - Please note that if you do not comply with the standards and behaviours set out in this Section 10 we may need to exercise our rights under Section 13 (“Our right to evict”).

* + 1. Maximum occupancy
       - You must ensure that the maximum number of persons occupying the accommodation does not exceed the number specified in your booking confirmation.
       - We set maximum occupancy limits in line with the facilities and equipment available at the relevant Site and in order to comply with applicable health and safety and regulatory requirements. As such, we reserve the right to require you to leave the Site (without any compensation) if you exceed the maximum occupancy limits described in this Section 11.

* + 1. If you have a problem or complaint
       - We take care to ensure that our Accommodation and Site are of a high standard. However, if you have any problems with your Accommodation or the Site, please contact us immediately and give us the opportunity to resolve it.
       - Please note that we will not tolerate any written, verbal or physical abuse towards any of our staff.

* + 1. Our right to evict
       - We may terminate our contract with you and/or ask you or any member(s) of your party to leave your Accommodation and the Site immediately (without any compensation being payable) if:
         * we consider that you or your party have committed a serious breach of these terms and conditions;
         * we consider that your or your party’s behaviour endangers the safety of our visitors or staff;
         * any complaints are made of anti-social or unacceptable behaviour against you or your party, including dogs in your party;
         * you or your party cause an unreasonable amount of damage to the property or its contents; or
         * you exceed the number of people booked for your Accommodation.

* + 1. Our liability to you
       - If we fail to comply with these terms, we are responsible for loss or damage you suffer that is foreseeable as a result of our breach of these terms and conditions or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious and direct consequence of our breach or if it was contemplated by you and us at the time we entered into this contract.
       - Nothing in these terms and conditions is intended to limit our liability for:
         * death or personal injury caused by our negligence;
         * fraud or fraudulent misrepresentation on our part; or
         * any breach of the terms implied by Section 2, 3, 4 and 5 of the Supply of Goods and Services Act 1982.

* + 1. Events beyond our control
       - We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.
       - An event outside our control means any act or event that is beyond our reasonable control, including without limitation fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

* + 1. Some practical information for your stay
       - Your check-in and departure times are set out below and on our website and in the Accommodation:

|  |  |  |
| --- | --- | --- |
| Accommodation | Check in time | Check out time |
| Camping pitch | From 12pm | By 11:00 am |
| Bell Tents | From 2pm | By 11:00 am |

* + - * If you do not leave the Accommodation by the required departure time we reserve the right to charge you a late checkout fee to cover any costs we incur.
      * If you leave any of your possessions behind at your Accommodation, please contact us as soon as possible. We reserve the right to charge you for any storage and delivery costs that we incur in relation to your lost property. We will hold all lost property for three months, after which it will be disposed of.
      * The Site is located in an Area of Outstanding Natural Beauty and it is important that you and your party do not litter, vandalise or cause damage to any part.
      * The Site is located on a working farm and It is important that you behave safely and responsibly around the Site, that you and your party stay only in public areas and do not trespass on farm property or interfere in any way with farm equipment, and that you do not interrupt or endanger the livelihood of those working on the farm or surrounding land.
      * Birds and other wildlife may be present at the Site. Any disturbance caused by wildlife should be reported to us and reasonable steps will then be taken to assist. Please do not harm any birds or other wildlife or allow your dog to do so.

* + 1. Dogs
       - Dogs are permitted on the Site. You must tell us at the time of booking if you wish to bring a dog. If your dog is, likely to harm wildlife or other persons, likely to cause disturbance by barking or will be difficult to control around livestock/strangers/other dogs, then please do not bring your dog to the Site. Dogs are free to stay with us.
       - Dogs must be kept under control at all times and must not cause a nuisance to other people on the Site. Including the specific requirements below, and without limitation:
         * Dogs must be kept under control at all times around the Site.
         * Dogs must not be allowed to bark excessively.
         * You must pick up your dogs poo and dispose of it in the bin provided.
         * Dogs must not attack or behave aggressively towards any persons, other dogs, livestock or wildlife.
       - Please note that if you do not comply with the standards and behaviours set out in this Section 10 we may need to exercise our rights under Section 13 (“Our right to evict”).

* + 1. Entire Agreement
       - This agreement constitutes the entire agreement between you and us and supersedes and extinguishes all previous promises, representations and undertakings.
       - No one other than a party to this contract shall have any right to enforce any of its terms.

* + 1. Data Protection

These terms should be read in conjunction with our privacy policy, which is available at www.seaviewfarm.co.uk, and which sets out the terms on which we process any personal data we collect from you or that you provide to us. By making a booking, you consent to such processing and you warrant that all data provided by you is accurate.

* + 1. Governing Law

These terms and conditions are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts.