

Terms and Conditions

We (Britt Valley Campground) accept families and couples only. We do not accept stag/hen parties, large groups or unaccompanied groups of young persons. All guests should adhere to the 'Good behaviour and noise' policy and agree to be courteous and respectful to our local community, other campers, Britt Valley staff and our environment.

Booking

The 'hirer' is the person responsible for making the booking.

The hirer must be 18 years of age or over.

To make a confirmed booking, the full cost per tent/campervan/motorhome must be made. For multiple bookings, you need to make a separate booking for each tent/campervan/motorhome. In the event of cancellation (except if we are forced to close due to Covid) any monies paid are non-refundable. We regret that in the event of leaving early for any reason, no refunds will be given. May we remind you that your booking is a legally binding contract. In the event of cancellation or curtailment we recommend you ensure you have sufficient travel insurance.

We cannot accept any responsibility for errors arising from telephone requests. Any request for cancellation or alterations to a booking must be done in writing via email by the person who is the lead name on the booking and is only confirmed on receipt of a reply from us. Please thoroughly check your confirmation of booking on receipt and inform us immediately if there are any errors. Prices are based on 2 people, 1 vehicle, 1 pitch. There are extra charges for additional adults, children, vehicles, dogs. The inclusion of 1 vehicle within the pitch price has no monetary value, therefore no discounts will be applied for having no vehicle. Extra vehicles on a pitch will incur a charge. All costs are displayed clearly on the website.

We are limited to the number of pitches we are allowed to sell. Therefore, each tent, campervan or motorhome must occupy its own pitch. Please do not ask for 2 units to occupy one pitch. Please also take great care when booking that you book each unit separately. ONE BOOKING EQUATES TO ONE PITCH. If you book incorrectly, we cannot guarantee there will be space available for any extra pitches you require and haven't booked.

Covid-19

If you or any of your party have any symptoms of Covid-19, particularly fever, cough, loss of taste/smell, no matter how mild, please do not travel or attempt to stay here. Please remain at home. If you or one of your party become ill with Covid symptoms whilst staying here, please inform one of the staff as soon as possible. If you are well enough to, please travel back to your home address as soon as possible and self-isolate as per the government guidelines. If you are not well enough to safely drive, please remain in your tent/motorhome/campervan and telephone 111 for advice or if urgent 999.

We must have your correct contact details for you to stay here. Please ensure we have all your current, correct contact details in case of having to provide details for test and trace.

All guests will be expected to adhere to the Government guidelines regarding Covid-19 and we expect common sense to be used to help avoid any spread of the virus. There will never be zero risk. We will do our utmost to make Britt Valley as safe as is possible and practical for our guests and staff however anyone deciding to travel and to stay anywhere other than their own home must accept the risk for their own and their dependents' safety and possible contraction of the virus. To this end, by booking and staying you and your party accept the risk involved whilst the Covid-19 virus is still in general circulation. Please ensure you are responsible for good hand hygiene for yourself and your dependents. Ample soap and hand sanitiser will be readily available for your use.

Please note, whilst being cleaned the toilet/shower blocks will be closed. This will be strictly enforced. There will always be one block open whilst one is closed. Wash your hands regularly in accordance with the guidelines.

Local lockdowns

If you or a member of your party live in an area which is placed into lockdown, please do not travel to the park whether you have symptoms or not. We may refuse entry in accordance with any Government guidelines at the time. You will be able to postpone your booking to another date or be offered a pro rata refund.

All day to day working procedures are subject to change without notice. If we receive notice that we have to close down, this will be done immediately and you will have to break camp and return home as soon as possible. We may offer you a pro-rata refund or credit towards another stay with us.

Pitching and Parking

Pitches are unmarked but you must pitch 6m (20 feet) from the next tent/campervan/motorhome. Vehicles may be parked next to your tent if done so safely. We may ask that your tent/campervan/motorhome be moved if it is deemed too close to others, or causing an obstruction to allow vehicles to move around the park, thank you for your co-operation. We do ask that you respect other people's space and give each other enough room, particularly if you are pitching as a family group. **This of course is now very important and we will enforce this rule with no exception** You must all still adhere to social distancing guidelines.

Movement of Vehicles

A 10 mile per hour speed limit applies throughout the park, which is strictly enforced. Traffic movements are restricted after 11:00 pm to minimise disturbance on the Park. We do not permit the use of any non-road legal motorised vehicles e.g. mini scooters, quad bikes etc. All vehicles on the Park must be taxed, insured and have passed MOT regulations. All motoring laws which apply to the highway, also apply on the Park. Take extra care near the toilet blocks, moving a vehicle near the pitches, children will be playing/running etc. We may restrict the movement of vehicles if the ground is very wet. Anyone driving dangerously will be asked to leave.

Check out

Please vacate your pitch by 12pm on the day of departure.

Good behaviour and Noise

Guests and visitors are expected to behave in a reasonable manner with consideration to their fellow campers. We would like all our campers to enjoy their stay but not to the annoyance of others. Noise of all kinds must always be kept to a reasonable level and between 11pm and 7.30am any noise must be kept to an absolute minimum. If returning to the park from the pub or elsewhere, please do so quietly. Voices travel loud and far in a quiet environment. Please also refrain from banging car doors. This is a family park and foul and/or abusive language will not be tolerated. Language and behaviour should be suitable for all ages at all times. Please do not spoil the holiday of others by selfish behaviour. We reserve the right to evict anyone who is causing a disturbance and upsetting other campers and our local community, with no refunds. Please do respect our surroundings. Do not litter. We will not tolerate any offensive, intimidating, threatening behaviour towards our staff. Anyone doing so will be evicted immediately with no refunds.

Supervision of young people

Parents please ensure your children are back in their tent/campervan by 10pm. It is in their interests that they are not roaming the grounds at night. Their safety is of our concern but are the parents' responsibility. If you allow your children to bring bikes or scooters, please monitor them and assess how safe it is to use them, paying careful attention to the traffic around the park.

Dogs

Well behaved dogs are allowed on the park only if kept on a lead at all times. Not all people feel comfortable with dogs especially families with children, ensure your dog is kept under control at all times. Pick up and bin any mess whether on our campsite or walking the fields, Dog excrement is extremely dangerous to livestock as it carries a parasite that can cause them to abort their young. Please do not leave your dog unattended in the tent/motorhome/campervan or car. No liability can be accepted for damage or injury caused by them. We do not allow any dangerous breeds as per the Dangerous Dog Act 1991. No other pets are permitted, unless agreed at the time of booking.

BBQs and Fire Pits

Barbeques are allowed if gas or charcoal and are raised off the ground. Disposable bbqs are not permitted. Fires on the ground are not permitted. We will allow firepits with a mesh cover over. Please extinguish completely after use and do not put hot ashes in the bin/skips. Do not take sticks, branches from trees and hedges. Sky lanterns are not permitted. They are lethal to wildlife, livestock and will cause fires to tents.

Liability

We shall not be liable to you for any Force Majeure Event (FME). For every day on which a FME means you are unable to stay with us, we may choose to either give you a pro rata refund or allow you to book another day's holiday with us without charge.

FME – A FME means any circumstances affecting our business which is not within our reasonable control including, without limitation:

- a. Acts of God, flood, drought, earthquake or other natural disaster
- b. Collapse of buildings, fire, explosion or accident
- c. Non-performance by suppliers or sub-contractors
- d. Interruption or failure of utility services
- e. Epidemic or pandemic situations including but not limited to Covid-19

Exclusions – Neither Britt Valley nor any employee servant or agent shall be liable for any loss of, or loss or damage to any property including tents, awnings, motor vehicles and motorcycles or the like or any death, injury, loss or other damage, directly or indirectly sustained by or occasioned to any person, unless caused by our negligence.

Negligence – No clause in this contract shall limit our liability for damage or loss caused by our negligence.

Weather

Britt Valley accepts no responsibility to tents, vehicles, awnings, due to adverse weather conditions. Take any damaged items home with you, we are not responsible for their disposal.