

# Norden Farm *Touring Caravan & Camping Site*

## BOOKING TERMS & CONDITIONS

**Bookings and Admissions are subject to the following:**

It is the responsibility of each and every camper to read and observe our **Campsite Rules**. These are posted on our website, in our reception, and in various locations throughout the Campsite, and are also available in printed format.

It is essential that you check availability with us for your preferred booking dates, particularly for peak periods and in extreme wet weather conditions.

We will accept bookings throughout. However, during peak times booking is **essential** and **must be accompanied by the full deposit and administration fee**. At all other times booking is optional and may be with or without a deposit. Peak times are generally all the periods given within the High and Mid Seasons (see Tariff).

Booking details can be taken over the counter, by post, over the telephone or by email. Deposits can be paid by cash, cheque, postal order, debit/credit card (not via internet).

Please take note that during peak times all short notice bookings and enquiries needing our attention in less than 48 hrs cannot be handled via email. These can only be dealt with over the telephone

**Registration and Payment required on arrival please. Please make sure that you register and pay on arrival, or the next morning at the latest should you arrive after the reception is closed. There are NO exceptions to this rule.**

During peak times, departure time is 11.00 am, and arrival times are from 12 midday to 8.00pm (except by prior arrangement with the owners/managers). This applies in particular to serviced pitches; for non-serviced pitches times can be more flexible. Please be aware, when planning your journey to us, that serviced pitches may well not be vacant before 12 noon and we have no significant holding areas for you.

In the event of early departure, refunds not given without good reason (extreme circumstances).

We will refund deposits provided notice of cancellation is received **no later than 48 hours** before arrival date. Administration fees are not refundable.

We are not able to accommodate more than two vehicles on any one pitch in serviced fields and we have no additional car parking space.

Regretfully, we cannot guarantee to allot specific pitch numbers to a booking.

We cannot guarantee that group bookings for serviced pitches will be adjacent to one another, particularly for short stays during peak times.

During High Season, those not booking a serviced pitch will not be permitted to stay in the serviced fields. Therefore, mixed groups of serviced and non serviced bookings will definitely **NOT** be together.

We will accept group bookings under certain conditions (please contact us for details). Single sex groups and parties of young adults are taken **only** at the discretion of the owners. Regretfully we cannot accept groups of unaccompanied teenagers under the age of 18.

Motor Bikes and Commercial Vehicles are accepted **only** at the discretion of the owners.

Dogs are accepted on site but must be kept under strict control or on a lead at all times. Please ensure that you clean up after them (dog waste bins are provided).

**Please note** that this campsite may not be suitable for those of you, **particularly young teenagers**, who look for readymade entertainment on site. In our experience, boredom in young people often results in general troublemaking and vandalism.

***The Owners always reserve the right of admission***

# Norden Farm Touring Caravan & Camping Site

## RULES OF THE CAMPSITE

**Any person wilfully disregarding these rules risks being asked to leave the site.**

**OBSERVE THE SPEED LIMIT** The speed limit at all times is **10mph over the entire Campsite and access roads at ALL TIMES both day and night**. For the safety of everyone, especially animals, please drive with care at ALL times. Avoid excessive and unnecessary use of vehicles across the site, especially when ground is wet.

**Parents and Guardians please take careful note** During your stay, you will be held responsible for the behaviour of the children/minors in your care. Please always be aware of their whereabouts and activities. Children are expected to remain on the campsite, unless accompanied by a responsible adult. The facilities buildings, the farmyard complex and the shop and garden centre are NOT play areas or riding circuits.

**Bad Behaviour** General bad or inappropriate behaviour on the part of any adult or child anywhere on site will not be tolerated. Persistent offenders **will be** required to leave the site.

**Excessive Noise Loud parties are not acceptable on this site at any time.** Our general noise curfew is 11.00pm and Radios & TVs must also be muted by this time - remember that sound carries easily through canvas and caravan wall. Please show consideration to other people.

**Children on Bicycles** For their own safety, children are not permitted to ride their bicycles in the farmyard, driveway or access tracks unless they are accompanied by an adult or are themselves proficient in cycling as if on-road. When going to the shop or visiting the animals, please ensure that your children leave their bicycles parked in a suitable position so as not to cause an obstruction or nuisance to other people. Using the farmyard and access tracks as riding circuits is not permitted.

Our shower and toilet facilities are free to use and are provided for the enjoyment and benefit of all our campers. Please do not abuse this service and leave all facilities in a condition you would wish to find them. **We treat wilful misuse, damage or destruction of any property anywhere on the campsite, farm or surrounding areas very seriously and offenders will be dealt with accordingly.**

All our facilities need to be cleaned and maintained on a regular basis and we ask that campers show forbearance when any facility is closed for this purpose. There will always be an alternative facility to use on site. We expect our cleaning staff to be treated with respect and consideration.

Children under 10 years old must be supervised by a responsible adult whilst using the showers and wash cubicles.

Our small play area is for the enjoyment of the younger children and we expect the equipment to be used appropriately. Children under 8 years old must be supervised by a responsible adult at all times. Ball games, other than Basket Ball, are not permitted inside the play area.

All farm buildings and old clay works structures are strictly **Out of Bounds**. Please respect any other privacy notices on the property

**Absolutely No Smoking** near areas of hay or straw, near farm buildings or in Facilities Buildings.

**No open fires** without express prior permission from the owners; flames and sparks are an extreme fire hazard. Barbeques are permitted but burning receptacles must not be directly in contact with the ground.

**Pitching:** Please observe, in the service fields, the number post is the centre of the pitch and the yellow posts are your boundary. Please pitch tidily and in the centre of your pitch, keeping everything, including tent/awning ties, well within the yellow posts. Please do not use any of our posts to anchor your tents or for your washing lines as this causes them to loosen and lean.

**Fire Regulations:** Please observe the six metre rule when pitching in all fields, and do not pitch too close to others. Anyone we consider, **at our discretion**, to be unacceptably close to another camper will be asked to move.

**Chemical Toilets must not be emptied into the flush toilets** – please use the proper sluice facility provided. No washing or washing-up to be done at stand pipes. Wastewater to be collected in a container and emptied at drain point.

No empty caravans or tents to be left on site without specific prior permission from the owners.

Our local council operates a recycling policy which this campsite supports. Please help us by being as diligent as possible when disposing of your rubbish. Please use the correct bins and, where possible, separate food from other rubbish.

We welcome dogs on the site but they must be kept under strict control at all times, and must not be allowed to roam freely and upset farm animals or other campers. Please ensure that you clean up after them - bins are provided. You must be responsible for your dogs and not leave them unattended on site at any time, even for short periods; dogs can get very distressed in strange environments.

The Owners will not accept any liability in respect of any person or the property of any person using the site.

Our campsite is in a very rural area. Please always follow the Countryside Code

***These rules have been created for the benefit of all our campsite users.  
Please abide by them and enjoy your stay with us.***