

## Terms and Conditions

By making a booking you are agreeing to the following terms & conditions: The team here at Cuckoo Camp strives to provide a warm and welcoming environment for everyone to enjoy a break from their routine lives. We believe this is a two-way relationship to ensure everyone's enjoyment of our facilities; we hope the terms shown below are clear in the spirit of achieving that goal. Services.

The price for the pitch includes water supply, a chemical waste disposal option and refuse point. We would like to minimise bins, so would encourage all campers to take recyclables home with them and dispose of them responsibly.

### **You're booking.**

(a) upon making a booking you will be sent a welcome pack that contains important information about your stay including a pre-Arrival form. Please ensure that you and your party read the welcome pack carefully and complete the form before arrival. Maps showing pitch details will also be included.

(b) 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. Visitor standards and behaviour.

(c) You must leave the pitch clean and tidy and in the same condition as when you arrived.

(d) You must not use the campsite, or allow it to be used, for any dangerous, offensive, noisy, illegal or immoral activities. We would also ask you to be respectful to your neighbours and not to cause any nuisance or annoyance during your stay. Stag and Hen parties must inform us to discuss their suitability for our site.

(e) You must tell us at the time of booking if you wish to bring a dog. Please observe the following simple rules: Dogs are to be always kept on leads in the campsite. No dangerous breed dogs are allowed on site as per the Dangerous Dogs Act 1991. Please ensure that all fouling is cleared up. Do not leave dogs alone in the campsite at any time. Guests must ensure that your pets are free from parasites and fleas before your stay. Damage to the site.

(f) You will be responsible for the cost of any damage you or your party cause to the site. If you have a problem or complaint, please contact us immediately and give us the opportunity to resolve it. Check in and departure. Please keep to prepared roads, paths and tracks at all times and treat all property and facilities carefully and appropriately.

(g) Your check-in and departure times will be set out in your confirmation email. Check-in is available from 2pm – 7pm (no later) on the first day of your stay and departure is required before 12am on the last day of your stay. Quiet hours are between 10:30pm and 8am, all noise should be kept to a minimum and.

(h) You cannot arrive later than 7pm under any circumstances. We are operating on a CONTACTLESS basis; therefore, it is vital that you arrive in good time to familiarise yourself with your surroundings and have your camp ready before sundown.

(i) If you want to make any changes to your booking you must let us know by email as soon as possible and no less than 10 days before your arrival date.

(j) Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes. Please note that it is not always possible for us to change

bookings less than 10 days before the start date. If WE need to change or cancel your booking.

(k) We do not expect to have to make changes to your booking, however sometimes situations change, and bookings have to be amended or cancelled. We will only change or cancel your booking if necessary to perform or complete essential works or for other reasons unforeseen at the time you made your booking which are beyond your reasonable control such as force majeure and government edicts.

(l) If we do need to cancel your booking for reasons including but not limited to; strike, lock-out or labour dispute; natural disaster, epidemics or pandemics; acts of terrorism, war, riot or civil commotion; keeping to any law or governmental order, rule, regulation or direction, including advice from the foreign office to avoid or leave a country; fire, flood, snow or storm. we will offer you; A refund for the total amount you have paid us for the booking minus a £10 administration charge will be payable. We will not however be responsible for any other losses you may incur. Or alternatively, we will offer you advanced booking for an agreeable alternative date of your choosing. If we are not able to offer you a suitable alternative, or if you do not accept the alternative we offer, we will refund you the total amount you have paid us for the booking minus a £10 administration charge.

(m) Sign written or work vehicles will be refused upon entry.

### **Fires and firewood collection**

- Respect the distances required between tents (6m between groups, 3m between tents within one group)
- Maintain spacing between cooking tents/dining shelters and other tents. – recommended minimum is 6 meters.
- No fireworks or Chinese lanterns.
- Open fires and BBQ's or any naked flames to be always attended when burning or if there is any heat and extinguished if unattended.
- Water buckets to be full and close to any fire when in use.
- Only use correct logs for burning and not wood from around the campsite, No logs contaminated with metal, plastics or paint. The collection of natural wood within the campsite is STRICTLY FORBIDDEN.
- Use firepits with care, ensuring they do not get close to inflammable material and are not too large.
- Do not attempt to light the fire pit during extremely windy or dry conditions.
- Fires will be cancelled during excessive dry conditions.
- Select site camp cooking facilities carefully, ensuring they are steady and are away from flammable material.

Note the site of fire points near your tent.

### **Communal and play areas**

- by using common and play areas parents/ guardian agrees to indemnify and hold harmless Cuckoo Camp from any claims, damages or liabilities arising from its use.
- The facilities reserve the right to refuse entry or remove anyone who does not comply with these rules.

### **Health and safety:**

- Our site managers can provide general first aid and limited medical assistance however will not be present overnight, as such it will be necessary for a guest to be able to administer or attend to their own medical need or have someone accompany them who can do so.
- Your personal belongings are your responsibility during your stay.
- Vehicles parked on our property are subject to very limited security cover only. You must lock your vehicle securely and remove all valuable items on parking.
- We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible
- We will offer reasonable help to assist you in tracing lost items, however we can only keep lost items for 28 days

### **Insurance**

- Appropriate insurance is strongly recommended
- We carry comprehensive insurance provided by NFU Mutual, covering, among other things, public liability insurance, and environmental liability insurance.
- We regularly take photographs during our adult Events for the purposes of marketing (in our literature and on social media). Should you wish to not be featured on our website or social medias

### **Governing Law:**

These terms and conditions are governed by English law. You and we both agree to submit to the exclusive jurisdiction of the English courts. We recommend that our guests have relevant travel insurance in place. Cancellation Policy If you want to cancel your booking; If you wish to cancel a confirmed booking you must let us know by email at least TEN days before your arrival. Your booking will be cancelled with effect from the day we receive your email notification. Cancellations made with at least ten days' notice will receive a partial refund, we will retain £10 of your fee to cover administration. Any cancellation requests made within ten days of your arrival date will receive no refund as we will have lost the opportunity to let the pitch. If you are involved in an accident or suffer a breakdown on route; we cannot be held responsible to refund you for your booking. If YOU want to change your booking.

We welcome you to come and enjoy your stay in this beautiful part of West Sussex.