

# Terms & Conditions of your Holiday booking

Frowen Fields is the provider of this holiday

By making a holiday booking you accept the following Terms & Conditions:

## The Greener Camping Club

To comply with countryside planning policy, we operate as a Greener Camping Club members-only campsite. The Club was established by people with a passion for sustainable, eco-friendly camping holidays. When you book your holiday with us, you will be enrolled as a member of the Club. Membership costs just £10 for the calendar year and gives you access to some of the greenest campsites in the UK. It also includes participation in the Club's 'Trees for Life' scheme, whereby a tree is planted for every member we enrol.

## Payment

We request a 50% conditionally refundable deposit when booking a camping pitch or dome. Receipt of the deposit secures your booking. Please note that the deposit includes full payment (£10) for your Greener Camping Club membership. Pitches and domes are held provisionally for up to seven days, after which, if we have not received your deposit, the dates will be released. The balance is required six weeks prior to your arrival date. If we do not receive your balance by this time, we will assume you have cancelled your holiday and release the dates - see below. For short lead-time bookings - i.e. those booked less than six weeks before arrival, the full amount will be requested to secure the booking.

## Cancellation by You

If you cancel your holiday six weeks or more before your arrival date, we will refund your deposit less a 10% admin fee and the £10 Greener Camping Club membership fee (which is not refundable). If you cancel your holiday less than six weeks before your arrival date and we are able to re-let your holiday for the dates you have booked, we will refund your deposit and balance, less a 10% admin fee. The Greener Camping Club membership fee is not refundable. In the event that we are unable re-let your dates, no refund will be made. Bookings are not transferable to another family without our prior agreement in writing. If you are concerned about the prospect of cancellation, please take out holiday insurance. Please see further info below.

## Cancellation by Us

Frowen Fields reserves the right to cancel a camping or dome holiday at short notice if we are unable to provide safe dome accommodation or camping environment, due to extreme weather conditions, ill health, fire, flooding **or any other extenuating circumstances beyond our control**. Under such circumstances,

your full payment will be returned to you. Frowen Fields cannot accept liability or responsibility for any loss, including consequential loss, caused by cancellation. The Greener Camping Club membership fee is not refundable.

## **Cancellation in the Event of Covid-19 Infection**

What happens if you have to cancel your booking for any of the following reasons:

- You or a member of your party have a positive Covid-19 test
- You or a member of your party have to self-isolate due to contact with a Covid-19 sufferer
- You or a member of your party develop Covid-19 symptoms and are awaiting test results
- Your area is put into a localised lockdown - that means you will be breaking the law if you travel.

If any of the above apply we will do our best to offer you alternative dates for your holiday. If that is not possible then the '**Cancellation by You**' clause will apply.

## **Special Coronavirus Condition**

If, as a result Government restrictions on campsites we are forced to cancel your holiday, we make a heartfelt request that rather than a refund, we instead hold your deposit as a credit against a later stay, valid for up to 12 months from your original holiday dates. If you postpone until the following year your Greener Camping Club membership will be carried over to the end of that year.

As a small business, we are wholly dependent on your custom for our survival. We realise these are difficult times for all, but your support will help us get through this and continue to make Frowen Fields a wonderful place to stay.

## **Children & Adults Safety**

There are many opportunities for play and adventure at Frowen Fields. Our aim is for children to have a truly enriching experience of space and freedom. But there are contingent risks to be aware of. We permit campfires, we have a couple of axes for making kindling and splitting firewood, the Dome has a wood burning stove, there is a shallow stream bounding the land, we have pigs, goats and sheep and we make hay in the summer - so there are tractors around. These risks are small and should be self-evident - but if you are not clear, please ask! Frowen Fields accepts no responsibility for injury incurred on site. Parents are responsible for the supervision of their children on site at all times.

## **Arrival & Departure Times**

Arrival time is between 3pm and 8pm. Please call us if you think you may arrive later so that we can make suitable arrangements.

On departure day, please vacate your camping pitch or dome by 10am.

## **Cars**

The speed limit while on Frowen Fields is 5 mph. If you are staying in the camping meadow you may take your car down to your pitch on arrival day to set up - and on departure day to pack up. For the rest of your stay, cars must be parked in the parking area. If we have had periods of prolonged rain and on arrival or departure days the ground is considered too soft to drive on, please ask for assistance to transport your gear. Help will be provided if required.

If you are you are booked to stay in the dome, vehicles may be taken down to the stable yard for unloading with parking just beside the stables.

## **Consideration for Others**

This is a peaceful, quiet campsite for the enjoyment of nature. We do not allow radios, stereos or other sound systems and only quiet talking is permitted after 10.00pm. Acoustic instruments can be played before then, such as guitars, harmonicas, flutes etc. Noisy visitors who disturb other guests will be asked politely to leave, without refund.

## **Recycling & Rubbish**

All rubbish must be recycled. That means separating glass, tins, plastic, paper, cardboard, food waste etc. and placing them in the designated bins. What is left, i.e. only items that are not recyclable, can be placed in the landfill bin.

## **Campfires**

Please only use the designated campfire places and do not enlarge or alter the position of the designated campfire places. Do not leave your campfire unattended and think carefully about whether or not to light a fire if it is windy. Frowen Fields accepts no liability for injury or damage caused by your campfire. By lighting it you accept full responsibility for it.

## **Day Visitors**

Day visitors are only permitted by prior agreement.

## **Property Loss**

Frowen Fields cannot be held responsible for any lost or stolen property.

## **Smokers**

All the domes and all the undercover facilities are strictly NO SMOKING. If you smoke, do it outside and dispose of your cigarette ends in the campfire or bin.

## **Dog Policy**

Frowen fields currently has a no dog policy.

## **Gas for the Camp Kitchen**

Gas for the camp kitchen cooker is included in the price of the booking for the dome. Please use the gas cooker in accordance with the instructions and never leave anything aflame if you are not in attendance.

## **Breakages & Damage**

Should any damage or breakages occur, other than acceptable wear and tear, a charge for repairs or replacement will be made. We reserve the right to charge for excessive cleaning where the dome has been left in an unacceptable condition, through waste, litter, interference in the structure, movement of furniture and contents etc. Guests will be held responsible for any fire, smoke or general damage, or alteration to the structure caused by negligence.