Booking Terms and Conditions

How do these terms and conditions apply to my booking? Well, it is a contract!

We consider these terms and conditions (the "Terms") and our prices to set out the entire agreement between you and us for the supply of our services to you. Only these terms shall apply to our contract with you.

Please check that the details in these terms and conditions and your Booking Request are complete and accurate before you commit yourself to the contract. If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we can only accept responsibility for statements and representations made in writing by our authorised employees and agents.

Please ensure that you read and understand these Terms before you submit your Booking Request. You may only request a booking if you agree to these Terms.

A contract is formed only when we receive any required payment and confirm your booking in writing, sending you confirmation detailing the booking details, price and payment dates. This does not affect your statutory rights as a consumer. Sherwood Pines Camping Ltd (referred to as "Sherwood Pines Camping Ltd in the /we/our/us") sells camping and caravanning holidays via the relevant campsite "website," via phone, via email requests, via postal requests and takes bookings direct at the Sherwood Pines Camping Ltd (the "Site(s)").

Any person wishing to make a booking via any of these methods (referred to as "you/your") acknowledges that such booking is made subject to these Terms.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the website, in the brochure, at the Site, or otherwise brought to your attention.

It is your responsibility to read the Terms each time you submit a Booking Request, and any such request shall signify that you have accepted to be bound by the latest set of Terms. A copy of the latest set of Terms is available on the website and upon request.

Making a Booking

You can either book online, or direct with the site. Please have details of all party members when making a booking. Please check your confirmation as Sherwood Pines Camping Ltd cannot be held responsible for errors in information provided at the time of booking. A non-refundable deposit will be required to confirm.

Bookings are not transferable to another party.

When making a booking you agree that you or at least one member of your party is eighteen years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions, and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.

Advance bookings are subject to minimum stays. These vary by site and by season, please refer to our website for further details. Subject to availability, one-night bookings maybe taken during any season when made directly with the site.

Cancellation and changes to your booking
Our Rights to Cancel
We may exercise our discretion and cancel the contract for any services and products at any time with immediate effect, including if you are in breach of the site policy.

Unfortunately, in some circumstances outside of our control Sherwood Pines Camping Ltd may have to cancel your booking. In these circumstances we will offer you a full refund or the option of an alternative date/pitch/site. No other compensation is available.

Standard cancellation 15+ days prior to arrival.
If you cancel your holiday **at any point after booking** you will lose your deposit already paid.

Cancellation within 14 days of arrival.
Cancellations made 14 days or less prior to arrival will receive no refund.

We advise customers have private travel insurance to cover the cost of your holiday

With added Flexible Holiday Glamping Package (£25)

- The flexible holiday package is £25 and non-refundable.
- It must be added to the booking when made and cannot be added retrospectively
- Make up to 3 free dates transfers to your booking until 12 noon, 3 days prior to arrival
- Transfer your booking free of charge to another site operated by SPC
- If transferring into a higher tariff/ length of stay additional charges will apply
- If transferring to a lower tariff/length of stay a refund will be processed
- Cancel your booking before 12 noon, 3 days prior to arrival and receive a full refund minus the £25 fee
- Cancel your booking after 12 noon, within 3 days prior to arrival, only the first night rate is retained in addition to the £25 fee
- Once all-inclusive amendments have been used, no refund will be offered, and our standard T&Cs apply

If you leave site early for any reason, we will not issue any refund for unused camping nights.

Amendments:
One arrival date amendment is permitted per booking, subject to availability and a non-refundable £12 administration fee. If you wish to change your booking, you must notify us as soon as possible.

The new arrival date must fall no later than eight weeks of the original arrival date. The administration fee will be waived if your holiday costs increase by more than £12.

Any further amendments will be treated as a cancellation, with all monies paid being forfeited. No refunds will be given for any passengers, nights or extras removed from a booking.

Adding extra nights, guests or items to an existing booking will not incur an administration fee; however, payment for any additional costs must be made at the time of the amendment.

If you wish to transfer your booking to another location operated by Sherwood Pines Camping Ltd, we will use our reasonable endeavours to satisfy your request wherever possible subject to availability and payment of the correct fees. Should the holiday cost reduce no refund will be due.

Bank Holidays:
All bookings that include a bank holiday period must be paid in full at the time of booking and are non-refundable, regardless of the booking method.

Stag & hen parties are not permitted on site unless pre-booked directly with the campsite and at the sole discretion of the Site Manager.

Groups / multiple bookings : If travelling with two or more units please advise at time of booking as you may be required to book directly with the site. A security bond of £20 per pitch for such groups may be requested upon arrival, along with all passenger names, at the Site Manager's discretion. Refusal to pay the bond or supply party names may result in the booking being cancelled and money refunded or the site team refusing entry to the site.

On our sites, the maximum stay allowed is 21 days, after which time your pitch must be vacated for 5 days before you can return to the same site. This limit may be less at certain times at our discretion.

Your unit cannot remain on the pitch unless you have purchased a seasonal pitch, where the same 21 maximum length of stay rule applies.

* **The site is to be used for recreational camping only,** and therefore we may limit the number of nights allowed on site to a maximum of 45 days in any period of 90 days (3 months). This includes concurrent and seasonal bookings.

Prices

- Adult – anyone aged 18 years or older
- Child - anyone 17 years or younger.
- Infant - anyone aged 0-4 yrs.
- Age concession rate (ACR) The booker must be aged 60yrs +. Customers must be able to evidence by way of current photo ID if requested to do so

- Mid-week Sun-Thur - camping or touring for 2 nights or more are automatically discounted by 10%. (*Excludes Sundays that fall over a bank holiday weekend*)
- Backpacker rates – No vehicle. You must arrive on site without a motorised vehicle i.e. on foot or bicycle for the discount to apply and is not available to book online.
- Solo Camper – single occupancy, one person per pitch. 20% discount is auto applied.
- Only one discount will be applied per booking, the biggest discount is the one which will be applied.

We operate a dynamic pricing structure, meaning pitch prices may vary from day to day depending on demand and availability. Prices are not guaranteed to be the same across pitches, even for bookings made at the same time for the same dates.

The prices advertised are accurate at the time of booking. Prices can move up or down and Sherwood Pines Camping Ltd reserve the right to do so. Customers are advised to check the website for the most up to date information including our latest promotions, deals and discounts.

Although prices may vary from time-to-time, the price payable is the price confirmed at the time of booking.

The prices are based on a daily rate unless otherwise stated. Prices include VAT at the current prevailing rate. Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time prior to payment of the final balance. Prices do not include any additional services, features and facilities unless expressly stated.

Pitch prices include two people. Extra adults and children (aged under 18 years old) can be added to your booking up to a maximum of six people on one pitch. For parties larger than six people, multiple pitches must be booked. All passengers must be declared on the booking.

To accommodate more than six people on a pitch prior permission of the site-manger or the organisation is required. Group bookings of over five units may be accepted at the discretion of the site Manager.

Promotions, deals or discounted offers are provided at our discretion. All offers are subject to availability, cannot be used in conjunction with any other offer or discount and may be withdrawn at any time.

Retrospective refunds are not permitted against any offer or promotion advertised after such time a booking is made.

Pitch Extras

These include pup tents, gazebos (of no larger than 3m x 3m), double awnings (of no larger than the width or length of your caravan), large trailers (over 1.20m) and an additional car. We allow you to book one extra per pitch, subject to conditions.

The unit and all pitch extras must fit within the boundary of the pitch booked 8m x 5m. If the unit and all extras exceed the pitch boundary an additional pitch must be paid for.

Prices for pitch extras are set out in our website. Pitch extras must be paid for at the time of booking as we cannot guarantee that there will be space. Site managers reserve the right to ask you to remove any windbreaks or gazebos. Individual site rules may apply.

Extra Cars – your car/towing vehicle is included in the pitch price. You may book a maximum of 1 additional car at a cost of £7.50 per day. If you are in a motorhome there is no charge for a separate car.

Pup Tents – Pup tents are free of charge and must be no larger than 2m x 1.5m. Pup tents may only be used for a maximum of two children aged between 9 years to 15 years and the tent must be erected in the boundary of the pitch of the accompanying unit. A pup tent can be in addition to a payable extra as long as all ancillary units fit within the pitch boundary.

Gazebos – Gazebos up to 3m x 3m are classed as a pitch extra and are charged at a rate of £10 per night. Gazebos must be pre-booked on all occasions.

Bookings of two gazebos or event tents (over 3m x 3m) will incur a full pitch price charge.

All event tents are subject to site manager approval regardless of whether they are prebooked.

Visitors –are welcome on site, but we ask that they report to reception to register and pay the associated visitor charge, currently £7.50 per vehicle. Any visitors will need to depart by 9.00pm. We ask that visitors remain respectful of other campers whilst on site and that large groups don't gather.

Glamping and Alternative Camping Accommodation customers will be asked for a £100 preauthorisation security/cleaning deposit on arrival. This will be released on departure once the accommodation has been inspected. The full security/cleaning deposit will be released at the sole discretion of the site.

Payment
Payments can be made by Credit or Debit Card, on site or online via a secure link. We do not accept payment by cheque in advance or on-site. BAC's payments will be accepted with prior agreement.
For bookings of three nights or less, the full cost of the holiday is payable at the time of booking.
For holidays of four nights or more, a non-refundable deposit of 25% of the total cost of the holiday is payable at the time of booking, with a minimum payment of 25% due.

If the booking cost is less than £25, full payment is due at time of booking. The balance of the holiday is payable fourteen days prior to arrival. The site accepts cash, Credit and Debit Cards (excludes American Express Cards).

Full non-refundable payment will be required at the time of booking if the period of your stay encompasses a UK Bank Holiday Weekend. This applies to all booking methods

If you have made your booking directly with the campsite team and not paid in full where any of the above conditions apply, the full payment will be requested, and we reserve the right to refuse further bookings from you until settled in full.

Arrival and Departure
It is important that you report to the campsite Reception on arrival, before pitching and pay any outstanding balance on your booking and any additional fees.

Arrival times for all **touring pitches** on-site are between midday and 8.00pm. Should you expect to be later than this, please contact the site directly so a member of the team knows when to expect you.

Touring pitches must be vacated by 11am on the day of departure unless otherwise agreed with the Site Team. Departures after 11am are subject to availability and a late departure charge of £7.50 per pitch, departure can be extended until 4pm.

Arrival times for all **Glamping accommodation** is 15:00pm, with departure by 10am. Please return all keys in person to reception.

Glamping accommodation must be vacated by 10am with the keys and welcome packs handed back to Reception in person. Once the unit has been cleaned & checked the £100 cleaning and security deposit help will be released.

Please note we will not accept arrivals after the entry barriers are locked at 10:30pm.

If you wish to arrive earlier, please ring the Site Team on the morning of your arrival and they will do their best to accommodate your request, but this cannot be guaranteed. There is a charge of £15 for pre-arranged early arrivals, subject to availability.

A late glamping departure may be extended until 4pm for a surcharge of £15 but this cannot be pre-booked. Please ask the site team on arrival if a late departure is available.

Please inform the Site Team directly if you are likely to arrive later than 9pm. For advance bookings, if not notified otherwise, your pitch will be held until the barriers are secured on the evening of your arrival, after which your pitch will be cancelled and all monies paid retained.

Subject to availability, we accept bookings on our site up to dusk on the day of your arrival, however same day bookings cannot be made online or with any 3rd party.

Services, Features and Facilities
Details of Site services, features and facilities will be prominently displayed in the reception area of site.

Features, facilities or services referred to in the Brochure, Site Leaflet or on the website (e.g., bike hire, pony trekking and boat hire) are subject to availability and may be supplied by third parties.

You use these services, features and facilities at your own risk and Sherwood Pines Camping Ltd shall have no responsibility for loss, damage or injury in relation to any services, features or facilities provided or supplied by third parties. Please note children must be always supervised by a responsible adult.

Information about features, facilities and services at your holiday site, is, to the best of our knowledge and belief, accurate at the time of publication of the brochure and website, however we cannot guarantee that these services, features and facilities will be available during your holiday.

Please note no form of electrical splitter or electrical splitting device is permitted on site and will be removed by our site team.

All information on the website regarding prices is accurate as at the time of publication but may be subject to change.

Pitches and Units
The price of your unit is as detailed at time of booking on our website. The prices for additional extras and services are also contained in our website.

Unit – A standard unit is a tent, trailer tent, roof top tent, caravan, campervan or motorhome and one car up to a maximum of 8m x 5m, inclusive of guy ropes.

A motorhome may tow a car with an A –Frame; however, transporting the car on a trailer will deem the trailer to be a pitch extra.

A trailer as a pitch extra is charged at £5 per day.

Any unit which exceeds 8m x 5m must be booked directly with the site to be certain that the unit can be accommodated.

Standard Pitch – An undefined pitch to station your Unit on. The cost of the pitch includes the first two people in the party. This does not include electric hook-up. Space for one single attached awning or one toilet tent or a small trailer is also included in the two-person pitch price. One car (or motorbike) may accompany all units on the pitch.

Additional cars (or motorbikes) will be charged for at £7.50 per day but may not be situated directly on the pitch.

Electric Pitch – A Grass or Hardstanding pitch and includes electric hook-up. An electric pitch may be on grass or hard standing.

Serviced Pitch – A hardstanding pitch, with electric hook up, water and grey wastage included.

Vehicle Conversions
All units must be fully converted with a fitted bed and sufficient ventilation, including side window/s.

Your car
You should comply with speed, parking and other traffic regulations on our campsites. Where an EV charging point is available this should be the only means used to charge your vehicle.

Where an EV charging point is not available, we must insist you do not use your accommodation electricity hook up as they are not designed to support vehicle charging and there is an increased risk of electric shock and trip hazards.

Converted campers - all windows must either have screens or curtains fitted for privacy.

Micro campers - must also have a utility tent for changing purposes.

Sign written towing vehicles are permitted on site provided campers are not trading or working from site, however you may be asked to park your vehicle away from the pitch.

We do not allow horse boxes on pitches, any ladders on roofs need to be always secured.

Management of Behaviour on-site

Our Site Managers and their teams are fully empowered in all aspects of Site operation and management.

Sherwood Pines Camping Ltd fully supports its site team in dealing with matters of policy at their sole discretion when the need arises.

In placing a booking request, you agree that you and your party will at all times comply with the requests of the Site Managers and their teams.

As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the Site. Any wilful damage to the Site or any other Sherwood Pines Camping Ltd property will result in you being asked to immediately leave the Site. If you are asked to leave under these circumstances, no monies will be refunded.

The use of violence, threatening or intimidating behaviour, and/or foul and abusive language towards anyone will not be tolerated and will result in the offender/s being asked to leave the campsite by the Site team. Any behavior observed by staff considered criminal in nature may be reported to the relevant authorities without notice.

People who are subject to the notification requirements of the Sexual Offences Act 2003 may not use the campsite.

Our customers visit our Site to enjoy the peace and tranquillity of the Forest. If anyone does not respect this, the Site Manager and their team reserve the right to refuse them admission or ask them to leave the site at any time. If you are asked to leave under these circumstances, no monies will be refunded.

On groups of 2 units or more, a security bond of £20 per pitch may be requested upon arrival at the discretion of the Site Manager. The Site Manager reserves the discretion to ask any customer for a security bond regardless of party size. This will be refunded in full at the end of your stay unless, in the opinion of the site team, you have displayed unreasonable behaviour (this includes but is not limited to, excessive noise, wilful damage to the Site or other people's property and abuse of our staff).

To respect the enjoyment of others, we ask that noise levels are kept to a minimum after 10:00pm, with no load music or driving around site after this time. Please also note there is no vehicle access on or off site once the barriers are secured between 10:30pm and 07:30am except for Blue Light Emergencies.

E-Scooters/ Electric bikes
For the safety of all our guests and to ensure the site can be enjoyed in peace by all, e-scooters and electric bikes must adhere to the 5mph speed limit on site. Please respect pitch boundaries and not encroach on others.

Non-pedal assist electric bikes or scooters including Revvi bikes are strictly prohibited by Forestry England on any campsite or in any part of the forests. Customers found using such vehicles may be asked to vacate immediately.

Fires:
To protect our forests, the burning of wood is strictly prohibited. Charcoal, specialised eco-logs, gas or electric BBQs are allowed, providing they are raised of the ground. BBQs must be extinguished by 10.00pm.

Open fires, fire pits burning natural wood and rope swings are prohibited. No structures can be tied or secured to trees or vegetation. Any structures that are or are judged to be causing damage to the site will be taken down or removed.

The site team reserve the right to do so without prior consent and at the site teams' discretion.

Dogs:
Dogs must be always kept on short leads whilst on site, and any fouling must be collected and disposed of. A maximum of three dogs per pitch are permitted on-

site. Dogs should not be left unattended, whether that be in your unit or tethered outside at any time. If there is an incident on-site involving your dog, please note that you may be asked to leave the site immediately.

Complaints
We want you to have an enjoyable holiday. Should you have cause for complaint, please contact our site team immediately who will try to resolve your complaint and advise you of our complaint's procedure.

We ask you to note that if you do not give us the opportunity to resolve the problem by initially reporting it on-site, we may not be able to deal with any complaint after your departure and your rights to claim may have been reduced or forfeited.

If, at the end of your stay with us, you feel we have not dealt with your complaint satisfactorily, we ask that the lead booker submits a written complaint within 48 hours of your return home.

Data protection
Sherwood Pines Camping Ltd protect your personal data in line with all current regulations.

Liability
Please read this section as it is important that you understand what you are agreeing to Nothing in this section limits or attempts to limit our liability for:

- Death or personal injury caused by our negligence; or
- Fraud or fraudulent misrepresentation; or
- Any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability. Subject to the matters detailed above, if we fail to comply with these Terms, we shall not be responsible for any losses that you suffer as a result, except for those losses which we could reasonably foresee would result from our failure to comply with these Terms. In addition to the above, we shall not be responsible for any:
- Loss of income or revenue.
- Loss of business
- Loss of anticipated savings
- Loss of data

Our maximum liability shall be no more than to refund the amount paid by you for the holiday.

As our Site is in a forest environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

Sherwood Pines Camping Ltd do not accept responsibility for anything that adversely affects your holiday that is outside of our control. These circumstances are known as 'Force Majeure' events and are circumstances that we could not, even with due care, have foreseen or avoided.

Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Sherwood Pines Camping Ltd will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to do so and shall not be liable to you for any losses caused by a Force Majeure event.

Reference to any products, services or other information belonging to third parties does not imply or constitute an endorsement, sponsorship or recommendation.

Other Important Information
Any photographs, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogue, or brochures or on our website, are issued or published solely to provide you with an approximate idea of our site and services. They do not form part of the contract between you and us.

If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the Term will, to that extent only, be severed from the remaining Terms, which will continue to be fully valid and permitted by law.

If we fail at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations.

Any waiver of a default by us does not mean that we will automatically waive any subsequent waive by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver, and we tell you so in writing.

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999. You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably.

We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms. These Terms and any non-contractual obligations relating to these Terms shall be governed by and interpreted in accordance with English law. You and we both agree to the exclusive authority of the English courts.

This contract shall be concluded in the English language.