Rendlesham Camping General Terms and Conditions

Effective March 2027 V.2 | Tangham Campsites Ltd

These terms apply to all bookings and stays at Rendlesham Camping (the "Site"), operated by Tangham Campsites Ltd ("we", "us" or "our"). They form the agreement between you and us for camping and caravanning services booked online, by telephone, email, post, directly at the Site and through a third-party agent.

By submitting a booking request, the lead guest confirms that they have read and accepted these terms on behalf of the entire party. Please check your booking details carefully and obtain our written confirmation of any agreed changes. These terms do not affect your statutory consumer rights.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the company website, at the Site, or through any third-party agent otherwise brought to your attention.

These terms do not affect your statutory consumer rights.

1. Bookings

1. Bookings are subject to availability and are not confirmed until we issue written confirmation and receive any required deposit or full payment.
2. The lead guest must be at least 18 years old, provide accurate contact details, and have authority to accept these terms for the whole party.
3. You must tell us at the time of booking the total number of adults, children, infants, pets, vehicles, tents, caravans, motorhomes or other units. Occupancy must not exceed the booked or stated pitch limit of six.
4. Group bookings, commercial use, rallies, events and bookings by unaccompanied young people require our prior written approval.
5. Bookings are personal to the lead guest and must not be transferred or resold without our written consent.
6. Stag & Hen parties are not permitted on site. If you arrive without the prior agreement of the Site Manager, you will be asked to leave and no refund of monies paid will be proffered.

2. Prices and Payment

1. Prices are those shown in your booking confirmation and include applicable taxes unless stated otherwise.
2. A non-refundable deposit of 25% of the total price or £20, whichever is higher, is due at the time of booking. If the total price is less than £20, the full amount is due. The remaining balance must be paid 14 days before arrival. A booking not fully paid by the due date may be cancelled and monies already paid retained.
3. Prices include VAT at the prevailing rate and are normally charged per night. The pitch price includes up to two people. Up to six people may occupy one pitch; children aged five and

under stay free but count toward occupancy. Additional guests, dogs, vehicles, pitch extras and services are charged at the published rate. Promotions are subject to availability, cannot be combined and do not apply retrospectively.

4. You are responsible for checking the booking confirmation and notifying us promptly of any error.

3. Changes and Cancellations by You

1. Amendment requests maybe made by email or telephone and are subject to availability. Date changes must remain within the same season. The first amendment is free; each further revision costs £10. Unless the amendment increases the total cost while retaining the same dates, changes must be requested at least seven days before arrival.
2. You may cancel for a full refund if the request is received by the same time on the next business day after booking. After that period: cancellations 15 or more days before arrival receive a refund of sums paid, the deposit is retained; cancellations 0–14 days before arrival receive no refund. Chargeable pitch extras are refundable until 14 days before arrival and non-refundable thereafter.
3. **Unless we agree otherwise, late arrival, early departure, adverse weather, illness, transport disruption or dissatisfaction with conditions beyond our reasonable control does not entitle you to a refund.**
4. We recommend appropriate travel insurance, including cover for cancellation and personal belongings.

4. Changes or Cancellations by Us

1. We may make reasonable changes needed for safety, legal, operational or environmental reasons.
2. If we cannot provide your booked stay because of circumstances within our control, we will offer a reasonable alternative, a change of dates, a credit or a refund of sums paid for the unavailable part of the booking, as appropriate.
3. We are not responsible for failure or delay caused by events beyond our reasonable control, including severe weather, flooding, fire, utility failure, epidemic, government action or access restrictions. We will take reasonable steps to minimise disruption and communicate available options.

5. Arrival, Departure and Pitches

1. Arrival between April and September is between 1pm and 7pm. Arrival between October and March is between 1pm and 5pm. Report to Reception before pitching, settle any outstanding balance and pay any additional fees. Contact the Site Team if you expect to arrive after 7pm. The barriers close at 10pm and no arrivals are accepted after that time.
2. New arrivals are not accepted before 1pm.
3. Touring pitches must be vacated by 11am on departure day unless otherwise agreed.
4. Subject to availability, departure may be extended up to 4pm for a £10 per-pitch charge.
5. Follow staff instructions and pitch only in the allocated position. Maintain any required spacing and keep roadways, emergency routes, fire breaks and access points clear.

6. Your unit and all extras must fit within the booked pitch: 8m × 5m for a standard pitch or 10m × 6m for a Jumbo pitch. Units exceeding 8m × 5m must be booked directly with the Site. Do not tie or secure structures to trees or vegetation, and do not install rope swings.
7. One vehicle is included per pitch. A second vehicle is charged at £5 and may need to be parked away from the pitch. Visitors to the site must register at Reception, pay the applicable charge of £5 per vehicle and leave by 10pm. A designated car park is available onsite for this purpose. Vehicles and belongings are left at the owner's risk.

6. Conduct and Quiet Enjoyment

1. Guests must behave responsibly and respect other guests, staff, neighbours, wildlife and the local community.
2. Keep noise to a minimum after 10pm with total silence expected by 10.30pm. Loud music and driving around the Site are not permitted after that time. The barriers are secured between 10pm and 7.30am, with no vehicle access except for blue-light emergencies.
3. Threatening, abusive, discriminatory, illegal or persistently disruptive behaviour is not permitted.
4. Children must be supervised by a responsible adult. Parents and guardians remain responsible for their children's safety and conduct.
5. Smoking and vaping are prohibited in all enclosed shared facilities and in any area marked as non-smoking.
6. Events and rallies of 20 people or more require the Site Manager's prior approval and are subject to separate terms. Stag and hen parties are not permitted. E-scooters and similar devices must not be used on the Site. Road-legal, unmodified e-bikes may be used in the wider forest but must be walked off the campsite before use.

7. Vehicles, Fires, Barbecues and Equipment

1. Observe all Site traffic signs and drive at a safe walking pace. Drivers must be licensed and insured; vehicle movement is prohibited while the barriers are secured between 10pm and 7.30am except for blue-light emergencies.
2. Open fires, fire pits, candles and the burning of wood are strictly prohibited. Charcoal, gas and electric barbecues are permitted only when raised off the ground and must be fully extinguished by 10pm.
3. **Disposable BBQs are prohibited and present a high fire risk.**
4. Never use a barbecue, camping stove, fuel-burning heater or generator inside a tent, awning or other enclosed space because of the risk of fire and carbon monoxide poisoning.
5. Gas, electrical and other equipment must be safe, suitable for outdoor use and operated in accordance with the manufacturer's instructions.
6. Electrical splitters and splitting devices are prohibited and may be removed by the Site Team. Charging electric vehicles from a pitch supply is prohibited unless an approved connection is expressly provided.
7. **Vehicle Conversions** - All units must be fully converted with a fitted bed and sufficient ventilation, including side window/s. All windows must either have screens or curtains fitted for privacy.
    - ✓ Converted micro campers must also have a utility tent for changing purposes.

- ✓ Any ladders on roofs must be for unit access only and need to be always secured.
- ✓ 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.
- ✓ If you are in any doubt whether your vehicle will be permitted, please contact us with photos of your conversion for approval via email to the Campsite directly.
- ✓ Certificates of gas safety or insurance may be requested where deemed necessary by the site team.
- ✓ Although we may approve a vehicle to stay on one of our Campsites, we are not confirming the safety of the vehicle, nor hold any responsibility for the safety of the occupants.
- ✓ **We do not allow horse boxes on site.**

8. Pets

1. Pets are welcome to join you with a maximum of three dogs permitted per pitch unless the Site Manager approves otherwise; additional charges may apply. Dogs prohibited by applicable law are not permitted. Dogs must remain on leads and under control at all times.
2. Owners must clean up immediately after their pets and dispose of waste appropriately as directed by the site team.
3. Dogs must not be left unattended in a unit or tethered outside. Any tether must remain within the pitch boundary. If a dog is involved in an incident or causes a nuisance or risk, the party may be required to leave immediately.
4. Assistance dogs are welcome, subject to reasonable site safety arrangements.

9. Facilities, Waste and Environment

1. Use facilities only for their intended purpose and report defects promptly. Opening times or availability may change for cleaning, maintenance, safety or circumstances beyond our reasonable control.
2. Dispose of general waste, recycling, chemical toilet waste and wastewater only at the designated points. Do not discharge waste onto the ground, into watercourses or into unsuitable drains.
3. We cannot accept disposal of composting toilets, as our drainage system is not set up for this purpose.
4. Use water and energy responsibly. Do not damage or remove plants, timber, wildlife, fixtures or site property.
5. Guests must comply with any additional site, environmental, biosecurity or fire-safety instructions displayed or communicated during the stay.

10. Health, Safety and Emergencies

1. Take reasonable care for your own safety and that of others. Familiarise yourself with emergency information, assembly points and the location of firefighting and first-aid equipment.
2. Notify us promptly of accidents, hazards, damage, illness outbreaks or safeguarding concerns.

3. Natural and rural environments may include uneven ground, water, trees, livestock, insects and changing weather. Wear suitable footwear, supervise dependants and use appropriate lighting after dark.
4. In an emergency, contact the emergency services on 999 or 112 and then notify the Site Team using the contact details in your booking confirmation or displayed at Reception.

11. Damage, Loss and Liability

1. You are responsible for loss or damage caused by you, members of your party, visitors, pets or vehicles, except to the extent caused by our breach of duty. We may charge the reasonable cost of repair, replacement or additional cleaning.
2. Keep valuables secure. We are not responsible for loss, theft or damage to personal property or vehicles unless caused by our negligence or other breach of legal duty.
3. Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or your statutory rights.
4. Subject to the previous paragraph, we are not liable for losses that were not reasonably foreseeable when the booking was made, were not caused by our breach, or relate to business use.

12. Refusal of Entry or Termination of Stay

1. We may refuse entry or require a guest or party to leave where there is a serious or repeated breach of these terms, non-payment, unsafe conduct, illegal activity or behaviour that causes a material nuisance or risk.
2. Where it is reasonable and lawful to do so, no refund will be given for the unused part of a stay ended because of the guest's breach. This does not affect any other rights or remedies.

13. Privacy

1. We use personal information to administer bookings, take payment, communicate with guests, meet legal obligations and operate the Campsite safely.
2. Booking information is used to process reservations and may be used to provide news, offers and other relevant information where permitted. You may opt out of marketing communications. We do not sell personal data. Further information should be provided in Tangham Campsites Ltd's current privacy notice.
3. CCTV may be used in clearly identified areas for safety, security and the prevention or investigation of crime, in accordance with our privacy notice.

14. Complaints

1. Please raise any problem with campsite staff as soon as possible so that we have a reasonable opportunity to investigate and put matters right.
2. If the issue is not resolved during your stay, the lead booker must submit a written complaint within 28 days of returning home to enquiries@rendleshamcamping.co.uk include the booking reference and relevant details.

3. We will acknowledge and respond to complaints within a reasonable time. If applicable, details of any alternative dispute resolution body will be provided on request or in our complaints policy.

15. General

1. If any provision is found invalid or unenforceable, the remaining provisions will continue in effect.
2. A delay in enforcing a right does not waive that right.
3. No person other than you and us has any right to enforce these terms, except where the law provides otherwise.
4. These terms and any non-contractual obligations relating to them are governed by English law. You and we agree to the jurisdiction of the English courts, subject to any mandatory rights you have as a consumer.
5. We may update these terms from time to time. The version supplied or made available when you book will normally apply to that booking, unless a change is required by law or agreed with you.

16. Contact Details

Campsite: Rendlesham Camping

Operator: Tangham Campsites Ltd

Email: enquiries@rendleshamcamping.co.uk

Website: www.rendleshamcamping.co.uk

Site address, telephone and emergency contact: Tangham Road, Woodbridge, Suffolk, IP12 3NF. T: 07415 712212 or Out of Hours: 07543 436223