

Rendlesham Camping General Terms and Conditions

Booking Terms and Conditions

All Terms and Conditions set out in this document are considered 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. By submitting a Booking Request by any other communication, you are deemed to have accepted these terms. This does not affect your statutory rights as a consumer.

Rendlesham Camping trading as Tangham Campsites Ltd (referred to as 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 Rendlesham Camping site (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 Tangham Campsites Ltd cannot be held responsible for errors in information provided at the time of booking.

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 on arrival on-site and not booked in advance.

For groups of three or more camping units, or 18 people whichever is the largest. 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 groups of

three units or more may be requested upon arrival at the Site Manager's discretion. Refusal to pay the bond may mean the booking is cancelled and money refunded. or similar, the names of all the adults in the party need to be provided at the time of booking. Failure to provide all the names may lead to the booking being cancelled or the Site Manager refusing entry to the site.

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

Events can be accommodated on the site, by prior approval and agreement of the Site Manager. Separate terms and conditions will be provided at the time of application.

The maximum stay allowed is 28 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 28 maximum length of stay rule applies.

* The site is to be used for recreational camping only.

Prices

The prices advertised are accurate at the time of booking. Although prices may vary from time-to time, the price payable is the price confirmed at the time of booking. Tangham Campsites Ltd reserves the right to increase or decrease prices. Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time. Customers are advised to check our website, social media accounts and newsletters for the most up to date information including our latest promotions, deals and discounts.

The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate. Prices do not include any additional services, features and facilities unless expressly stated.

Pitch prices include up to three persons. Extra adults and children can be added to your booking up to a maximum of six people on one pitch. Children aged five years old and under stay for free, however they do count as part of the party for all other purposes. For parties larger than six people, multiple pitches must be booked.

To accommodate more than six people on a pitch prior permission of the Site Manager or the organisation is required. Group bookings of over three 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. 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 web site. 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.

Additional vehicle – one vehicle is allowed per pitch. The first one is free, the second will be charged at £5.

Pup Tents – Pup tents are free of charge and must be no larger than 2m x 1.5m. Pup tents may only be used by up to two children from 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 if 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. Gazebo's must not be used to "join" pitches together or placed within the firebreak.

All "Event tents" are subject to Site Manager approval regardless of whether they are pre booked.

Visitors – are welcome on site, but we ask that they report to reception to register and pay the associated visitor charge, currently £5 per vehicle. All visitor vehicles are left at the owners own risk. Visitors are welcome to arrive after 10am and will need to depart by 10pm. We ask that visitors remain respectful of other campers whilst on site.

Glamping and Alternative Camping - Accommodation customers will be asked for a £100 pre-authorisation security/cleaning deposit on arrival via debit or credit card (we will not accept cash). 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.

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 are subject to availability and may be supplied by third parties.

You use these services, features and facilities at your own risk and Tangham Campsites Ltd shall have no responsibility for loss, damage or injury in relation to any services, features or facilities provided or supplied by third parties.

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.

Payment

Payment for bookings must be made by Credit or Debit Card. Unfortunately, we cannot accept payment by cheque or cash in advance or on-Site.

A non-refundable deposit of 25% of the total price or £20.00, whichever is higher, is due at the time of booking with the remainder due 14 days before arrival. If the total price is less than £20.00, the full amount must be paid. Bookings not fully paid by the due date may be cancelled without confirmation and all monies retained.

It is your responsibility to make payment using the link or phone numbers provided.

Tangham Campsites Ltd accept Credit, Debit and Travel Cards that display a Visa or MasterCard logo (except for American Express Cards).

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 1pm and 7pm April to September and 1pm and 5pm October to December. Please inform the Site team directly if you are likely to arrive later than 7pm. Our barrier gates close at 9pm each evening and will be opened again at 7.30am.

If you need to leave or return to site outside these times, please let the site team know and they will provide an access code to you on arrival.

It is normal for the site team to ring you if you are an hour after your ETA to make sure, you're okay.

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 £10 per pitch applies, departure can only be extended until 4pm.

Arrival times for all Glamping or serviced accommodation is 2pm. Should you expect to be later than this, please contact the site directly so a member of the team knows when to expect you. Our barrier gates close at 10pm each evening.

Glamping or serviced accommodation must be vacated by 12noon 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 will be released to you.

Please note we will not accept arrivals after the entry barriers are locked at 9pm. Please inform the Site team directly if you are likely to arrive later than 7pm.

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.

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 5pm on the day of arrival, however same day bookings cannot be made online or with any 3rd party. All on the day bookings must be made by phone 07415 712212. Tangham Campsites Ltd cannot guarantee on the day site access, please phone ahead and speak with a member of the site team.

Pitches and Units

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

Unit – A standard unit is a tent, trailer tent, caravan, campervan or motorhome and one car.

A motorhome may tow a car with an A –Frame; however, transporting the car on a trailer will deem the trailer to be an 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 or non-electric Pitch* – An undefined pitch to station your Unit on. *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 pitch price. One car (or motorbike) may accompany all units on the pitch.

Electric Hardstanding Pitch* – Hardstanding pitch on gravel includes electric hook-up. One car (or motorbike) may accompany all units on the pitch.

Electric Grass Pitch* – grass pitch includes electric hook-up. One car (or motorbike) may accompany all units on the pitch.

**Additional cars (or motorbikes) will be charged for at £5 per day but may not be situated directly on the pitch.*

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 allowed on our Sites, 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 Site staff.
- 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.

Cancellation and changes to your booking

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 policies. Once a booking is confirmed, our cancellation policy applies immediately and remains in effect regardless of the time elapsed since booking.

Therefore, cancellation fees will be applicable even if a cancellation request is made a short time after the booking date. We encourage all guests to review our cancellation policy carefully before confirming their reservation. You may cancel and receive a full refund if requested by the same time on the next business day after booking.

Cancellations made after this period will forfeit at least the deposit already paid. Days to Arrival Refund Amount:

- 15+ days – Amount paid, less deposit
- 0-14 days – No refund

Chargeable pitch extras are fully refundable prior to 14 days of arrival, and non-refundable thereafter.

We strongly recommend that you have holiday or travel insurance to protect your booking in case of unexpected illness or other reasons preventing you from attending. If you need to cancel your booking and do not have insurance, unfortunately, we cannot provide a refund. You may need to claim any losses through your insurance provider. Please ensure you have suitable coverage for cancellation or financial loss.

If you leave Site early for any reason Tangham Campsites Ltd will not issue any refund for unused camping nights. If you wish to amend your booking, you must notify the Site Manager by email as soon as possible. Subject to availability, amendments to your booking can be made up to seven days before your arrival at the Site, unless the amendment increases the total cost of the booking, and the dates remain.

Amendments are subject to availability and date changes must be within the same season. Bookings with amended dates remain subject to the refund policy, based on the earliest original or amended arrival date within the history of the booking. The first amendment is free; any further amendments will be charged at £10 per revision.

Unfortunately, in some circumstances Tangham Campsites Ltd may have to cancel your booking. In these circumstances we will offer you a full refund of any pitch fees paid or the option of an alternative booking date (subject to availability). No other compensation is available.

If you wish to transfer your booking to another date, we will use our reasonable endeavour to satisfy your request wherever possible subject to availability and payment of the correct fees. Transferred dates must be within the same booking season.

Management of Behaviour on-site

Our Site team are fully empowered in all aspects of site operation and management. Tangham Campsites Ltd fully supports its site team in dealing with matters of policy at their sole discretion should the need arise.

In placing a Booking request, you agree that you and your party, including any visitors will always comply with the requests of the Site team and Site Manager.

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 buildings within the site boundary 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 behaviours observed by staff considered criminal in nature will be reported to the relevant authorities without notice.

Persons who are subject to the notification requirements of the Sexual Offences Act 2003 cannot 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 team and Manager 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 3 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 10pm, with no loud 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 **except for Blue Light Emergencies**.

E-Bike & E-Scooters

For the safety of all our guests and to ensure the site can be enjoyed in peace by all, E-scooters and the like cannot be used on our sites. The use of E-bikes in the larger forest is welcome, and all E-bikes must be road legal and not modified. Please walk your E-bike off the campsite before you begin use.

Fires & BBQ's

To protect our forests, the burning of wood is strictly prohibited. Open fires or fire pits are not permitted at any time.

Charcoal, gas or electric only BBQs are allowed, providing they are raised off the ground. BBQs must be extinguished by 10.00pm.

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. Rope swings are also prohibited. *The site team reserve the right to do so without prior consent and at the site teams' discretion.*

Dogs

For the safety of all visitors and staff, dogs listed under the Dangerous Dogs Act 1991 are not permitted on our campsites under any circumstance.

Dogs must be kept on leads, and any fouling must be collected and disposed in appropriate bins. Dogs should not be left unattended, whether that be in your unit or tethered outside at any time. Tethering of dogs should not exceed the pitch boundaries. If there is an incident on-site involving your dog, please note that you may be asked to leave the site immediately.

Please speak to the site manager if you wish to bring more than 3 dogs to gain permission. Additional charges may apply.

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.

If you do not give us the opportunity to resolve the problem by reporting it on-site, we may not be able to deal with any complaint on your return 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 main booker submits a written complaint within 14 days of your return home.

All complaints should be directed to enquiries@rendleshamcamping.co.uk in the first instance.

Data protection

Tangham Campsites Ltd protect your personal data in line with all current regulations. The information taken at the time of booking is required for the purposes of processing your reservation at Rendlesham Camping. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you.

If you do not want us to use your information for the marketing purposes described, please opt out. We will not sell your data or pass it on to third parties. You may receive an email from us or a selected agent, inviting you to complete a review questionnaire regarding your stay.

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 the forest environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

Tangham Campsites 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. Tangham Campsites Ltd will endeavour to manage any problems caused because of Force Majeure 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 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.