

## **Terms and Conditions – Day Tickets**

The following definitions shall apply to these Terms and Conditions;

**Foxholes Lake/Us/We/Our/Facilities/Facility/Fishery** means Foxholes Lake located at Longacre Lodge, Foxholes Lane, Tansley, Derbyshire, DE4 5LF.

Foxholes Lake strives to offer all its guest the safest experience possible at our Facilities. The following terms and conditions are in place to ensure the safety of all visitors to Foxholes Lake and you are admitted to the Facilities subject to the same and subject also to the Fishery rules and risk assessment displayed on our website and in the Anglers Rest.

If you do not comply with these terms and conditions or the Fishery rules, you may be removed from the Facilities by Foxholes Lake Management or Police Officers, without any right to a refund. This is without prejudice to any claim that we may have against you or arising out of your actions. Whilst inside the Facilities, you must comply with any reasonable instructions given to you by our personnel or any third party instructed on our behalf. Foxholes Lake acting reasonably, reserves the right to vary these terms and conditions and Fishery rules at any time without prior notice. By entering the Facility, you accept that you have a duty to take reasonable steps to ensure your own safety, taking into account any personal medical conditions and abilities. All persons in and around the Facility should behave in a safe manner at all times.

### **1. Tickets/admissions**

1.1 Our Facilities are private property and all persons entering the Facilities must pay for admission or hold a valid ticket.

1.2 The sale of tickets/vouchers by anyone other than Foxholes Lake is strictly prohibited unless through our allocated third-party booking system.

1.3 Only persons authorised by us are permitted to sell or offer for sale any items to guests within the Facilities grounds.

1.4 All tickets are non-transferable, not for resale and will become automatically void upon any transfer for value.

1.5 Tickets purchased are only valid on the date printed on the ticket. Tickets may not be valid for special events which may attract a separate fee.

1.6 Pre-booked tickets are non-refundable and will only be exchanged or refunded if Foxholes Lake, in its absolute discretion, chooses to do so. For the avoidance of any doubt, pre-booked tickets are non-refundable in the event that admission is refused or relinquished upon breach of these terms and conditions.

1.7 If tickets are bought on behalf of other guests, the buyer accepts these Terms and conditions on behalf of every guest and shall ensure that these terms and conditions are observed by each person.

1.8 Tickets must be retained at all times and submitted for inspection if required by Foxholes Lake.

1.9 No child or children under the age of 16 will be admitted to the Facility unless they are accompanied by an adult aged 18 years or over and such child or children whilst on site must remain under the strict control or supervision of an adult at all times. Strictly 18 years and over for fishing in dusk/dark.

## **2. Right to refuse entry to or remove from the Facilities**

2.1 Foxholes Lake, acting reasonably at all times, reserves the right to refuse admission to any persons felt unsuitable for the Facilities, ban from entry to the Facilities, or remove from the Facilities without any right to a refund any person whose presence or behaviour may affect the enjoyment and/or safety of other guests or staff or who:

- has been convicted of a criminal offence relating to Foxholes Lake, or civil unrest at Foxholes Lake property, which, in our opinion, is likely to affect the safety and/or enjoyment of other guests or staff;
- uses violent, aggressive, threatening, abusive, discriminatory or insulting words or behaviour or in any way behaves in a manner which may provoke a breach of the peace;
- breaks the Fishery rules or does not follow the associated risk assessment; climbs or stands upon fences, walls, or any other buildings at the Facility;
- are deemed not experienced or competent to fish safely, and to care for and ensure the fish are unharmed whilst being caught and are out of the water;
- enters or attempts to enter any part of the Facilities which is a restricted or prohibited area as determined by Foxholes Lake, including the owner's private residence.

2.2 Foxholes Lake reserves the right to initiate legal proceedings or prosecute any person who:

- is found damaging or defacing any part of the Facilities, including grounds, fences, walls, or buildings;
- has displayed any sign or visible representation of any kind which is, or could be reasonably judged to be, threatening, abusive or insulting or;
- has previously acted in any manner which has caused any person to report that individual to Foxholes Lake or;
- is attempting to regain admission to the Facilities or has been found inside the Facility without a valid ticket or;
- has purchased or obtained any tickets or discount vouchers from an unauthorised source.

2.3 If any guest in breach of any of these terms and conditions is a member of a group, then such group of individuals may also, at Foxholes Lake discretion, be denied entry or escorted from the Facility without any right to a refund.

## **3. Fishery Rules**

3.1 Fishery Rules and an associated risk assessment have been prepared which detail the safe use of our Facilities. All guests should read and understand all rules and guidelines before attending the Facility and assess the suitability of the Facility for their own and that of their guests' abilities.

3.2 Guests should ensure they observe all Fishery rules and listen to any instructions given by our Management. Any person found not to be following the guidelines or compromising their own safety or the safety of others will be asked to leave the Facility.

## **4. Alcohol**

4.1 Alcohol is permitted within the Facility, however it must not be consumed in an excessive manner or to a point where personal safety is compromised. Persons deemed to be under the influence of alcohol and not able to keep themselves safe at the Facility will be asked to leave. If guests choose to drink alcohol at the Facility they do so at their own risk.

## **5. Smoking**

5.1 Smoking (including of e-cigarettes) is strictly prohibited other than in the designated smoking area within the Facility.

## **6. Animals**

6.1 Pets or animals of any nature (excluding typical fishing bait) are expressly prohibited in the Facility, except for assistance dogs. Please ensure any assistance dog is identifiable by either;

- ID tags on the dog's collar;
- a harness;
- an organisation-specific branded dog jacket or harness;
- a lead slip; or
- registered documentation.

For the avoidance of doubt, no animals should be left in any vehicle parked at the Facility. We reserve the right to contact any relevant authority to make and be responsible for any decision in relation to any animals that are left unsupervised or that are found to be in distress.

## **7. The lake**

7.1 Entering the lake is strictly prohibited at all times. This includes wading, swimming and the use of boats.

## **8. Facility availability**

8.1 For your safety, the Management reserve the right to suspend or close the Facility at any time in inclement weather (such as storms or the lake being frozen), for special events, for the safety of our guests or for routine and preventative maintenance. If the whole Facility is closed for any of the reasons set out above, we reserve the right to offer substitute tickets for admission to the Facility on an alternative date in substitution for any other form of redress.

8.2 All tickets have a strict start and finish time. The facility can be attended at any time during the times on the ticket purchased. All guests should ensure they have left the Facility by the end time on their ticket.

8.3 The Management reserve the right to alter the Facilities as may be deemed necessary without prior notice.

## **9. Comments and complaints**

9.1 If you have any suggestions, or if you encounter any problems during your visit, notify a member of our management team whilst you remain at the Facility. Problems can more likely be resolved on the day of your visit rather than afterwards.

9.2 If you wish to raise a complaint after you have left the Facility and no complaint was made during your visit, we will require proof of your attendance before we are able to deal with your complaint.

## **10. Photographs and filming**

10.1 By accepting these terms and conditions of entry, ticket holders consent to being photographed or filmed by Foxholes Lake or by third parties appointed by them. Foxholes Lake and any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any

format whatsoever. You further agree that copyright in these materials rests with Foxholes Lake or such authorised party (as the case may be).

10.2 You are permitted to take photographs and recordings within the Facility provided that these are solely for private use and are not sold. Catch pictures can be submitted to Foxholes Lake for publishing by them on their website and social media accounts). The owner's private accommodation should not be photographed or filmed at any time.

10.3 By accepting these terms and conditions, you acknowledge that Foxholes Lake may on demand have access to photographs taken and video footage captured and request that certain photographs and/or footage are deleted if they are deemed to be offensive to or infringe the privacy of other guests and/or staff.

10.4 By accepting these terms and conditions, you agree not to intentionally photograph and/or capture video footage of any individual without that person's permission and you must adhere to all photography/filming restrictions in place from time to time whilst within the Facility.

## **11. Your responsibilities**

11.1 Guests should walk around the Facility with care and do not run at any time.

11.2 Guests should ensure they read all safety signs displayed within the Facility and locate the lifebuoys.

11.3 Children under the age of 16 years must always be supervised by a competent adult over the age of 18 and take full responsibility for their safety and care whilst at the Facility.

11.4 Threatening behaviour, verbal abuse or violence will not be tolerated on the site. Persons exhibiting as such will be asked to leave the Facility.

11.5 At least one Angler in any group must be experienced and confident they are competent to fish safely, to ensure the fish are cared for and not harmed or damaged in any way.

## **12. Our Liability**

12.1 Foxholes Lake accepts no responsibility for any injury/loss and/or damage to any person or personal items suffered at our Facilities. This does not affect guest's statutory rights.

12.2 Vehicles are parked at the owners' risk. We take no responsibility for damage caused to any vehicle using the car park and no guarantee is given as to the security of guests' vehicles in the car park or any contents. No vehicles are permitted to remain in the Facility outside the purchased tickets times unless its owners are staying in the holiday accommodation.

## **13. Security**

13.1 To prevent offensive weapons or dangerous articles from being brought into the Facility, you are admitted to the Facility subject to the condition that, if requested to do so, you will allow yourself and/or your belongings to be searched.

13.2 It is prohibited to bring into the Facility any weapons, fireworks, sparklers, smoke bombs, glass bottles or other articles which may cause injury. The throwing of any article which could cause injury or affect the enjoyment of other guests is strictly prohibited. Any person found to be in possession of an article deemed to be offensive or dangerous will be immediately escorted from the Facility

without any right to a refund and we reserve the right to make reports to the relevant authorities which may lead to prosecution.

13.3 The use of illegal substances is strictly prohibited, and any persons found possessing, using or who appear to be under the influence of illegal substances will be refused admission or escorted from the Facility without any right to a refund.

13.4 CCTV cameras are used to assist in the safe and proper running of the Facility (more details can be obtained in our privacy policy). However, we do not make any representation as to the extent of coverage provided by the cameras. All items, belongings and other property brought into the Facility by you are at your own risk and we accept no liability for any loss or damage to such property. As such, we recommend that you do not bring valuables to the Facility.

**Last updated: June 2025**