## Camping at Barleylands

## Campsite Rules and Terms & Conditions

- Please note that Barleylands operates a <u>no refunds or exchange</u> policy for campsite bookings. In the event of <u>us</u> being unable to open the campsite or unable to honour your booking we will refund you, minus a booking fee of £2.50 per transaction.
- COVID-19 please adhere to the current government guidelines.
- Bookings can be made online 24/7 or by telephone or in person between the hours of <u>8.30am</u>
   <u>- 5.00pm</u> Monday to Friday.
- Full payment will be taken at time of booking.
- At the time of booking all names and vehicle registrations for the party must be given.
- All guests must be able to provide a form of identification with address, if requested.
- An email confirmation including attachments of your receipt, booking details and <u>site map</u>
   <u>containing codes</u> will be sent to you. If you do not have an email you must report to the
   Barleylands Reception and collect your confirmation before pulling on to the campsite,
   between the hours stated above. The office will be closed outside of these hours.
- Campsite gate codes and on-site toilet codes will only be issued if you have a valid receipt.
- Anyone who does not have a valid receipt will be asked to leave the site.
- We are sorry but we do not allow groups of more than 2 under 25-year-olds.
- Strictly <u>no</u> working/residential vans or commercial vans/vehicles are allowed on site (unless pre-agreed).
- A speed limit of <u>less than 5mph</u> must be observed on the caravan park and the approaching lane.
- No electric car charging is permitted on site.
- We will not accept any liability in respect of damage to any vehicles, or belongings on site.
- <u>Consideration</u> of other site users must always be given, and no noise is allowed between the
  hours of 10pm and 7am. <u>No Amplified music is permitted on site</u>. If you do not comply
  immediately you will be removed from the campsite.
- A space of at least 6 meters must be left between caravans/motor homes/campervan/tents.
- The park and all the facilities are used entirely at the guests own risk. Please note that pitches close to the river have a risk of <u>flooding</u> during heavy rainfall.
- No smoking allowed in the facility buildings (toilets/showers/washroom).
- <u>No feeding of the horses/sheep or entering the horse paddocks, stables, or Equestrian Centre at any time.</u>
- Dogs are welcome but must be kept on a lead. All dog fouls must be cleaned up immediately
  and disposed of in the bins provided. No dog is to be left unattended at any time during your
  stay. Please keep to the designated dog walking areas.
- No dogs (except guide dogs) allowed in the facility buildings (toilets/showers/washroom).
- NO CAMPFIRES ALLOWED. BBQ's and fire pits are permitted, but they must be raised off the
  grass.
- All caravans/motor homes/campervans/tents must vacate their pitch before 12pm on their day of departure and no rubbish is to be left on site upon departure. If you leave rubbish on site, we will charge you a £25 pitch clearance fee and you will no longer be welcome to return to site
- This is private property, and we reserve the right to refuse entry without reason. Barleylands staff reserve the right to ask you to leave the premises, without refund, if the behavior of you, or a member of your party is unacceptable to us.
- There is 24 hour CCTV surveillance in operation across the entire site.
- We recommend that you arrive on site <u>prior to 5pm</u> if you need assistance with your arrival or set-up as we do not have a warden on site past these hours. If you have difficulty locating your pitch, please call the main office on 01268 290223 Mon-Fri or call the farm park on 01268 290229 at weekends.