

**Heart of the Wye**

Please make sure you have read our Terms and Conditions before booking. By booking with us you accept our terms in full.

These Terms and conditions may change at any time and any new conditions or amendments will apply to your booking.

**Definitions**

When the following words are used in these Terms and Conditions, this is what they will mean:

 “Terms”: these terms and conditions.

“Campsite”, “We”, “Us”, “Our”: Anne and Sam Long, Walkers Cottage, Clifford, HR35HQ

“Booking”: a booking request submitted to us via the website, through any channel, email, phone, post or in person.

“Prices”: the cost of Our services.

**Section 1 Terms and Conditions**

**Bookings and Payments:**

The Prices are based on a per stay rate unless otherwise stated. Current prices can be found on the website www.heartofthewye.co.uk

Prices are for 2 persons as standard with a fixed charge per additional person up to 4 persons in total.

Prices include VAT at the current prevailing rate.

Children under the age of 5 with their own cot will not be charged extra however, they must be included as children at time of booking and count towards the maximum numbers of guests per booking. We charge children from 5 up on the understanding that they will require a bed with linen. However, if your young child does not require a bed, please let us know and we can amend your booking. If a child under the age of 5 requires an additional bed, they will be subject to the additional person charge. If you are unsure, please do not hesitate to get in touch.

Prices do not include any additional services, features and facilities unless expressly stated. Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time.

N.B. We are currently unable to accept card payments on the site.

When making a booking you agree that you or at least one member of your party is twenty-one (21) 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.

**Payments, Cancellations and Refunds policy:**

Some booking sites we use (such as booking.com or Airbnb) will have their own cancellation policies. Please make sure you check these as they will be applicable for your booking if used.

Booking directly:

A non-refundable deposit of 40% of the booking total is required at time of booking.

Full booking balance must be paid 28 days before arrival.

Cancellations made more than 28 days before the holiday start date will be subject to your 40% non-refundable deposit paid.

Cancellations made less than 28 days before the holiday start date will not be refunded.

Non-payment renders your contract with us as invalid and although we will do our best to try to resolve the booking, the booking may be cancelled.

We suggest you to take out the necessary holiday insurance to cover any losses.

 **Rules and Behaviour:**

The Campsite is to be used for recreational camping only. The Campsite is a pre-pitched tent only area. Personal tents must not be erected without Our permission.

Pitches are reserved at point of booking and cannot be changed or swapped.

A booking can be made for camping for a maximum of 28 days.

We reserve the right of admission. We only accept responsible campers that are considerate to fellow campers/guests and are respectful of the environment.

Please respect your fellow campers and keep noise to a minimum throughout your stay, and particularly from 22:00 and quiet from 23:00-08:00. Music players/radios must be kept to a reasonable volume and then switched off by 22:00. Please be considerate when making noise around the campsite past these hours, in particular areas which border neighbours’ property.

If you have exclusive hire of the campsite, music and noise must still be kept at a reasonable volume throughout your stay in respect of our lovely neighbours and quite rural site. Management reserve the right to ask you to turn music down or off at any time.

No fireworks, Chinese lanterns, guns, or weapons. There is a zero-tolerance policy to drugs.

Disorderly, disrespectful, or abusive behaviour will not be tolerated. We reserve the right to cancel your booking with immediate affect should this occur.

Check in is between the hours of 15:00 and 20:00. You must vacate your chosen accommodation by 10:00 on your departure day promptly. Please get in contact if you are planning on arriving/departing outside of these times, and where possible, we will do our best to accommodate.

**Facilities – Cleaning:**

Our facilities will cater for your camping needs. We have two composting toilets and three hot showers. There is also a kitchen area for washing, cooking and a fridge for you to use. Please remember that the showers, toilets, kitchen, main decking, and grounds are shared spaces. Please clean up after use and try to accommodate other guests. We will, clean the showers and toilets daily and take the recycling and bins away.

Leave your accommodation as you found it, i.e.: no litter or damage. To avoid excess cleaning fees, please make sure you take rubbish to the bin area (rubbish left in the wicker bins is acceptable) and clean any cooking equipment such as bbq tongs. No Glitter anywhere.

Excess cleaning fees will be charged at £25 per hour.

For your convenience, we have provided boot cleaning equipment with each tent and appreciate your every effort to keep the interiors of the tents clean and free from mud.

You must take large items of rubbish away with you i.e., cardboard, any home brought camping equipment etc. Only general food waste and packaging is to be disposed of in our bins.

**Breakages/Damage:**

This is always a tricky one – accidental damage happens and so far, we have never charged for small breakages. However, we do reserve the right to do so and would ask that you let us know if an item has been broken.

Before your stay commences, you will be required to pay a security deposit from which we have the right to claim for damages and excess cleaning (above and beyond our normal change over cleaning). The deposit will be reserved against the stored card before arrival. This will be authorised on the day of check-in for the duration of the guest stay.

We reserve the right to claim further compensation if the total cost of damage exceeds the amount in the security deposit. By making this booking you agree to pay any costs and fees incurred.

**Wood and Sticks:**

Baskets of logs can be purchased at £8. We will provide you with kindling and fire starters free of charge. Payment on site must be made in cash.

**Fires:**

Under no circumstances should fires be lit anywhere except for the fire bowls provided in the campsite. Please take extra care around the fire bowls and under no circumstances allow children to tend these. Please make sure all members of your party understand this rule.

You are liable at all times for any fires, BBQs and other activities undertaken around the site. We do not allow open flames of any sort inside your tent/unit due to the high risk of fire and carbon monoxide poisoning.

Smoking is not permitted inside any tent or communal building. Please use ashtrays provided.

General Safety/Responsibility for Children:

This is not a manicured campsite with paved paths. In places the terrain is uneven and steep and could be slippery. Please make sure all members of your party are aware of this and wear suitable footwear.

The campsite is also located on the edge of a dark sky reserve, and as such there is no lighting around the site. Please be careful when moving around and using the facilities at night. We recommend you bring a camping torch or similar.

Whilst on Our land, you and any members of your party must not enter any buildings apart from the toilets/shower blocks and kitchen, or climb over any dry-stone walls, fences or barriers.

The safety of children is the responsibility of the supervising adults with them. Special care should be taken around the campfires, and the shared facilities. Please note, the platforms can be quite high in places and although reasonable care has been taken to rope off the edges, children should not be left unsupervised in these areas. We cannot take any responsibility or liability if children hurt themselves. If you still have questions on the subject please email

Any accidents on Our land must be reported at Walkers Cottage or to a member of staff so we can log them in Our Accident Book.

**Cars and Day Visitors:**

On arrival, you will check in at the main house (Walkers Cottage, Clifford, HR35HQ) and will be shown the site, facilities and where to park. To limit the number of cars on site, and be in keeping with the area’s natural beauty, we request that you bring only one car per pitch. Additional cars can be accommodated by prior arrangement. Please email if this is the case.

You must keep to the 5mph speed limit on our site for your own and others safety. Please drive carefully around the site and respect that we have neighbours overlooking the entrances.

Access to the campsite carpark is restricted between 23:00 and 07:00 to limit disruption to other guests and neighbours. If you plan on travelling between these times, please use the alternative parking behind Walkers Cottage. We request that taxi companies drop you off behind Walkers Cottage. Thank you.

No liability whatsoever shall be attached to the management in the event of loss of or damage to or theft of property including motor vehicles and boats on any part of Our land at any time.

We do not offer any sort of storage facility for caravans or tents. If you do leave your property on our site, we will make reasonable attempts to contact you and after 21 days it will be sold and we will take the value of storage costs from the sale.

Due to the small size of our campsite, we are not allowing day visitors at this moment in time.

**Pets:**

Well behaved dogs are permitted on site in our pet friendly tents, please make sure they are kept on a lead at all times and clean up after them. We can provide medium dog beds on request. Also provided outside the tent are boot and paw washing equipment for your use. We appreciate your efforts to keep your pets off the furniture and the tent clean from mud. Please be aware that an excess cleaning/damage charge may be incurred on inspection at departure.

Dogs must be kept on a leash at all times. We are a smallholding, there are sheep in the fields around the site and have other animals such as cats and chickens that roam freely.

N.B. If a dog worries livestock by attacking or killing them or chases in a way that may cause injury, suffering or financial loss to their owner, the person in charge of that dog is guilty of a criminal offence.

**Personal property:**

Guests are responsible for the protection and safety of their personal property and the owners of Walkers Cottage shall not be responsible or liable for any damage or loss of property in the grounds or any part of the premises at any time.

**Walkers Cottage (our home):**

Guests that are staying, are very welcome to wander and enjoy the large campsite, adjoining field (where the cars are) and orchard. Please do not enter any area marked as private. This is for your own safety. We keep bees in one of these areas. Persons with bee allergies should be made aware of this and bring appropriate medicines/protections. Other areas of the site might be unsafe due to ongoing ground works.

All gates are clearly marked if they need to be closed. There are sheep in our fields and while they are friendly and used to people, we do not recommend getting too close. If in any doubt about the livestock, we would recommend that you avoid entering any fields in which they are located.

**Groups:**

If you are a large group and have booked exclusive use of the site, we ask you to read, understand and pass on copies of these terms and conditions to each member of your group, so everyone understands our policy on noise and behaviour.

Please be aware that an individual’s failure to follow this could lead to the whole group being asked to leave the premises at short notice and additional charges being made. The person who has made the booking will be liable for the security deposit.

Unlike most campsites we do not ban single sex groups including hens and stags. However, we are a small site and are only able to accommodate those that want to enjoy what we have to offer i.e., a quiet rural location with lovely walks and outdoor activities. Please read our Behaviour, Refund and Damage policies.

**Section 2 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 for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude Our liability.

If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a direct and foreseeable result of Our failure or Our negligence. We shall not be responsible for any losses that you suffer that are indirect or not foreseeable, including, but not limited to, loss of income or revenue, loss of business and loss of anticipated savings.

Where we are responsible for your loss of equipment or personal belongings, our maximum liability shall be no more than to refund the amount paid by you for the holiday.

As Our Campsite is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by livestock, plants, trees, wildlife or weather. We advise you to have the relevant insurance.

Should any of the vehicles owned by your party get stuck and require assistance or towing, we shall not be held responsible for any damage caused to the vehicle(s). You should check that your insurance cover will allow secondary towing.

We do not accept responsibility for anything that adversely affects your holiday that is outside of Our control. We advise you to have suitable travel insurance.

These Terms are governed by the laws of England and Wales.

We are covered by up-to-date Public Liability Insurance.

By booking, you confirm that you have agreed to and will abide by all our terms and conditions shown in this document.

In addition to these Terms, you must comply with the rules above. If you do not adhere to our Terms and rules, you will be in breach of your contract and will be made to leave and may lose your deposit.

We hope this provides you with sufficient information but if you have any queries, please do not hesitate to contact us at heartofthewye@outlook.com. We are constantly seeking to improve and welcome suggestions.