

Terms & Conditions

Edgemoor Camping is the provider of this holiday.

By making a holiday booking you accept the following Terms & Conditions:

In order to comply with countryside planning policy, we operate as a Greener Camping Club members-only campsite. The Club was established by people with a passion for sustainable, eco-friendly camping holidays. When you book your holiday with us, you will be enrolled as a member of the Club. Membership costs just £12 for the calendar year and gives you access to some of the greenest campsites in the UK. It also includes participation in the Club's 'Trees for Life' scheme, whereby a tree is planted for every member we enrol.

We request a 50% conditionally-refundable deposit when booking a camping pitch. Receipt of the deposit secures your booking. Please note that the deposit includes full payment (£12) for your Greener Camping Club membership. Pitches are held provisionally for up to seven days, after which, if we have not received your deposit, the dates will be released. The balance is required six weeks prior to your arrival date. If we do not receive your balance by this time, we will assume you have cancelled your holiday and release the dates. For short lead-time bookings - ie. those booked less than six weeks before arrival, the full amount will be requested to secure the booking.

If you cancel your holiday six weeks or more before your arrival date we will refund your deposit less a 20% admin fee and the £12 Greener Camping Club membership fee (which is not refundable). If you cancel your holiday less than six weeks before your arrival date and we are able to re-let your holiday for the dates you have booked, we will refund your deposit and balance, less a 20% admin fee. The Greener Camping Club membership fee is not refundable. In the event that we are unable re-let your dates, no refund will be made.

Bookings are not transferable to another family without our prior agreement in writing. If you are concerned about the prospect of cancellation, please take out holiday insurance. Please see further info below.

Edgemoor Camping reserves the right to cancel a camping holiday at short notice if we are unable to provide a safe camping environment, due to extreme weather conditions, ill health, fire, flooding **or any other extenuating circumstances beyond our control**. Under such circumstances, your full payment will be returned to you. Edgemoor Camping cannot accept liability or responsibility for any loss, including consequential loss, caused by cancellation. The Greener Camping Club membership fee is not refundable.

As a small business, we are wholly dependent on your custom for our survival. We realise these are difficult times for all, but your support will help us get through this and continue to make Edgemoor Camping a wonderful place to stay.

There are many opportunities for play and adventure at Edgemoor Camping. Our aim is for children to have a truly enriching experience of space and freedom. But there are contingent risks to be aware of. We permit campfires, we have a couple of axes for making kindling and splitting firewood, the ground can be uneven, there are stinging nettles, thistles and some barbed wire at the boundary of our land. These risks are small and should be self-evident - but if you are not clear, please ask! Edgemoor Camping accepts no responsibility for injury incurred on site. Parents are responsible for the supervision of their children on site at all times. We also

have 500 young trees and therefore we ask all holidaymakers to stay within the area marked out by bunting. This helps protect the trees and holidaymakers from many of the named risks.

Arrival time is between 3pm and 8pm. Please call us if you think you may arrive later so that we can make suitable arrangements.

On departure day, please vacate your camping pitch by 11am.

The speed limit while on Edgemoor Camping is 5 mph. You may take your car down to your pitch on arrival day to set up - and on departure day to pack up. For the rest of your stay, please leave cars parked in the parking area. Campervans are only permitted on certain pitches. If we have had periods of prolonged rain and on arrival or departure days the ground is considered too soft to drive on, please use the wheelbarrows and trolleys to transport your gear. Help will be provided if required.

This is a peaceful, quiet campsite for the enjoyment of nature. We do not allow radios, stereos or other sound systems and only quiet talking is permitted after 10.00pm. Acoustic instruments can be played before then, such as guitars, harmonicas, flutes etc. Noisy visitors who disturb

All rubbish must be recycled. That means separating glass, tins, plastic, paper, cardboard, food waste etc. and placing them in the designated bins. What is left, ie. only items that are not recyclable, can be placed in the landfill bin.

Please only use the designated campfire places and do not enlarge or alter the position of the designated campfire places. Do not leave your campfire unattended and think carefully about whether or not to light a fire if it is windy. Edgemoor Camping accepts no liability for injury or damage caused by your campfire. By lighting it you accept full responsibility for it.

If you bring a portable toilet and wish to dispose of the contents in our disposal point (CDP), please ensure that the chemical used does not contain formaldehyde, chlorine, bleach or any other corrosive/toxic chemical (blue chemicals). We can supply (at cost) a green chemical that is 100% biodegradable and septic tank friendly.

Day visitors are only permitted by prior agreement. Fees may apply.

Edgemoor Camping cannot be held responsible for any lost or stolen property.

All the undercover facilities are strictly NO SMOKING. If you smoke, do it outside and dispose of your cigarette ends in the campfire or bin.

Dogs are permitted on this site provided they are: safe around people, children and other dogs; Quiet and obedient, kept on a lead of no more than 2 metres while on site; cleaned up after by the dog's owner. No dogs are to be left on site unattended.

This campsite can be subjected to harsh weather conditions. Very strong winds and torrential rain can occur at any time of year. You must ensure that your tent is robust and pitched correctly. In some cases, we may ask you to move to another pitch. Please note, we do not provide a refund because the weather has not worked out or is not to your liking. Extreme weather is covered in 'Cancellations by Us'.

Use of the freezer for freezing ice blocks only is included in your pitch fee. Should any damage or breakages occur to the freezer or facilities, other than acceptable wear and tear, a charge for repairs or replacement will be made.