

# Cwm Wye Camping

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## Terms & Conditions of Booking

**My Campsite is the trading name of Cwm Wye Camping that is the provider of this holiday.**

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

### The Greener Camping Club

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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 £10 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.

### Payment

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All bookings via our online reservation system should be treated as provisional until you receive confirmation from us via email. To secure booking, full payment of the cost of your stay is required when booking via our website. If we are unable to accommodate you on the dates requested, you will receive a full refund.

## Cancellation by You

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If you cancel your holiday four weeks or more before your arrival date we will refund your balance 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 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.

## Cancellation by Us

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Cwm Wye Camping reserves the right to cancel a camping holiday at short notice if we are unable to provide 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. My Campsite cannot accept liability or responsibility for any loss, including consequential loss, caused by cancellation. The Greener Camping Club membership fee is not refundable.

## Cancellation in the Event of Covid-19 Infection

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What happens if you have to cancel your booking for any of the following reasons:

- You or a member of your party have a positive Covid-19 test
- You or a member of your party have to self-isolate due to contact with a Covid-19 sufferer
- You or a member of your party develop Covid-19 symptoms and are awaiting test results
- Your area is put into a localised lockdown - that means you will be breaking the law if you travel.

If any of the above apply we will do our best to offer you alternative dates for your holiday. If that is not possible then the **'Cancellation by You'** clause will apply.

## Special Coronavirus Condition

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If, as a result Government restrictions on campsites we are forced to cancel your holiday, we make a heartfelt request that rather than a refund, we instead hold your deposit as a credit against a later stay, valid for up to 12 months from your original holiday dates. If you postpone until the following year your Greener Camping Club membership will be carried over to the end of that year.

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 My Campsite a wonderful place to stay.

## Children & Adults Safety

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There are many opportunities for play and adventure at My Campsite. 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, there is a shallow stream bounding the land, we have horses and sheep, we make hay in the summer - so there are tractors around. These risks are small and should be self-evident - but if you are not clear, please ask! My Campsite accepts no responsibility for injury incurred on site. Parents are responsible for the supervision of their children on site at all times.

## Arrival & Departure Times

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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, or yurt by 10am.

## Cars

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The speed limit while at Cwm Wye Camping is 5 mph. Please park in the area provided just at the entrance of the campsite. Wheelbarrows will be available for transporting luggage to and from your pitch.

## Consideration for Others

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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 10.30pm. Acoustic instruments can be played before then, such as guitars, harmonicas, flutes etc. Noisy visitors who disturb other guests will be asked politely to leave, without refund.

## Recycling & Rubbish

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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.

## **Campfires**

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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. My Campsite accepts no liability for injury or damage caused by your campfire. By lighting it you accept full responsibility for it.

## **Chemical Toilet Disposal**

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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).

## **Day Visitors**

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

## **Property Loss**

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My Campsite cannot be held responsible for any lost or stolen property.

## **Smokers**

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If you smoke, do it outside and dispose of your cigarette ends in the campfire or bin.

## **Dog Policy**

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As we are a working farm, unfortunately, we do not allow Dogs on the premises. Even if Dogs are on leads or are trained. We cannot risk having Dogs at Cwm Wye Camping. We do this to protect others, livestock and your pets.

# The Weather

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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'.

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Document date: 20th January 2023.

# THE FARM

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As this is a working farm, the area can be dangerous due to livestock, wildlife, the time of year and/or machinery. If you wish to see a part of the farm, please let us know. We'd be happy to show you around the farm with guidance to prevent harm to yourself or other campers.