

## TERMS & CONDITIONS OF BOOKING CAMPING & TOURING PITCHES

**1. ARRIVALS** All camping bookings are from **11:00am on day of arrival, to 10.00am on day of departure**. Please park outside the St. Tinney Arms and report to the reception upon arrival and vacate your pitch by 10:00am.

**2. PARENTS & CHILDREN** Parents are responsible for their children at all times. No child under 14 years of age is permitted to fish unless accompanied by a responsible adult. **No child under 16 must be left unattended** on site, or in a caravan, tent or motor home.

**3. ANGLERS** **St. Tinney Farm Fishing Permits must be purchased** immediately upon arrival, at **£15 per person, per week (or part week), per rod**. The fees cover the use of all FIVE lakes. The coarse fishing lakes can only be fished, from dawn to dusk, by those staying at St. Tinney Farm. **Anglers must also be in possession of a Environment Agency Rod Licence**, (which can be obtained from a post office). Anglers must observe the fishing rules displayed at the lakeside.

**4. BOOKINGS** Provisional bookings are accepted by telephone or email, but must be **confirmed in writing within seven days**, by returning the completed booking form and **enclosing a minimum deposit payment of £50 OR 25 % of total booking fees (whichever is the larger amount)**. The deposit is non-returnable. **Payment can also be made over the telephone, by credit/debit card**. Upon receipt of the completed booking form, St. Tinney Farm will send out an acknowledgement slip, confirming your booking.

**5. BALANCES FOR ALL PITCHES MUST BE MADE NO LATER THAN 28 DAYS BEFORE THE COMMENCEMENT OF YOUR HOLIDAY. Failure to do so WILL result in the automatic and immediate loss of your deposit and cancellation of your holiday.** We will endeavour to re-let your pitch, however if we are unable to do so, you will still be liable to pay the outstanding balance. It is your responsibility to remember to pay the balance due, St. Tinney Farm will NOT send out reminders. **Payment of balance will not normally be acknowledged**, unless specifically requested. **If you would like receipt of your balance payment acknowledged, please enclose a stamped addressed envelope with your final payment.**

**6. DOGS** are accepted on our Ley Park & Meadow camping fields, but only on the following conditions:

(a) Dogs must be KEPT ON A LEAD AT ALL TIMES and must not be left unattended, locked in tents, caravans or vehicles.

(b) No dogs must be allowed into any of the self catering accommodation at any time.

(c) Dogs must not be allowed to foul the area of the camping fields, footpaths or the children's play area. Dogs can be exercised on a lead, along the footpaths indicated on the map at the entrance of the camping fields, but please clean up after them and dispose of their waste in the bins provided.

**7. FORGOTTEN ITEMS** Visitors are requested to check carefully before leaving, as the management cannot under-take to return any items that are left behind.

**8. DISPOSAL OF RUBBISH** All litter must be disposed of IN THE BINS PROVIDED, and not left beside bins.

**9. OUTDOOR SWIMMING POOL** The pool is open from the 26<sup>th</sup> May to the 8<sup>th</sup> September 2012, weather permitting (it will be closed in wet weather which may make the surrounding area slippery or at our discretion). Under 18's must be accompanied by a responsible adult at all times.

**10. FIRES, BARBEQUES & FIRE TORCHES ETC** Lighting of open fires anywhere on the farm is strictly forbidden. The use of naked flame petrol or chemical fuelled torches or display batons of any form are strictly forbidden. Barbeques are permitted provided they are used on the ground away from your accommodation and are not allowed to burn equipment or outdoor furniture, or placed on wooden picnic tables etc.

**11. NOISE LEVELS & MUSIC** We request that you respect the peaceful atmosphere of St. Tinney Farm and respect your neighbours privacy throughout the day. Please ensure all noise is kept to a minimum after 10.00pm.

**12. CANCELLATION** Please remember that when you make a booking, **you are entering into a legal contract. If you have to cancel your holiday, you must inform us in advance in writing.** When we acknowledge a booking, we will enclose details of a **holiday cancellation plan** offered by our insurers, which provides fully comprehensive cover for any holiday booked with ourselves. If you wish, you can take out holiday cancellation insurance with any company, but we strongly recommend that you seek cover of some form. If you cancel your holiday we will endeavour to re-let your camping pitch, however if we are unable to do so, you will still be liable to pay the outstanding balance due.

If St. Tinney Farm has to cancel a holiday booking for any reason whatsoever, compensation will be limited to the tariff price of the holiday.

**13. LOSSES OR INJURY** We formally disclaim any liability for losses or injury sustained by guests or their property, except where negligence is legally provable on the part of St. Tinney Farm.

**14. FACILITIES, PITCHES & ACCOMMODATION** Whilst every effort is made to ensure the availability of facilities, pitches & accommodation, the proprietors will not be liable for the non-availability due to circumstances beyond their control, or due to maintenance or breakdowns. Any breakdown of facilities, pitches, accommodation, utilities or equipment cannot be held to be the responsibility of the proprietors, but every effort will be made to make repairs or correct any faults as soon as possible. Maintenance, refurbishment, and improvements to the facilities, farm, pitches and accommodation, are carried out throughout the year and the proprietors will seek to ensure that guests are not inconvenienced.

**Our on-site club bar (the St. Tinney Arms), and the adjoining Games Room, are open from 31<sup>st</sup> March until 3<sup>rd</sup> November 2012.**

**15. WIRELESS INTERNET ACCESS** Is provided at the farm free of charge, on a best endeavour basis, for use at your own risk. The user is bound by UK law and St. Tinney Farm accepts no responsibility for any loss or corruption of data or damage to equipment. No technical support will be offered. The wireless signal does not reach the camping fields.

**16. ACCESS STATEMENT** If you or a member of your party have difficulty with mobility, or have specific access requirements, please let us know at the time of booking and we will do our best to advise you on the suitability of accommodation and facilities.

**17. NO COMMERCIAL OR COMMERCIALY DERIVED VEHICLES ALLOWED** on the camping fields, or to be used as a form of accommodation.

**18. UNDER 21's & ALL MALE OR ALL FEMALE GROUPS** We do not accept same sex (all male or all female) parties of more than 3 people, or by groups of under 21's.

**19. COMPLAINTS** If you have a complaint about anything during your stay, **you must** let us know immediately by informing reception, and we will do our best to resolve any issue.

**20. NO GENERATORS** No generators of any kind are permitted to be used on-site at any time.

**21. BEHAVIOUR** Any person not adhering to any of the above Terms & Conditions, or **causing offence** to any staff or guests at the park **will**, at the discretion of the management, **be asked to leave immediately**. No refund will be given. The decision of St. Tinney Farm Holidays on all of the above will be final.