

Site Rules:

WE HAVE A FEW HOUSE RULES TO ENSURE EVERYONE ENJOYS THEMSELVES – PLEASE READ CAREFULLY!

Peace and quiet:

- We regret that we do not accept single sex groups, or teenagers without parental supervision. We only accept family groups of maximum of max three pitches together but only by prior arrangement – please call for more information.

Safety:

- There is open water on site. There are two family fishing ponds in the 'Big Field' and although signed & with lifebuoys present they are unfenced - please make your children and family are aware of this & keep small children closely supervised. We will do this on check in also and we mark it on your check in pitch plan sheet. You are responsible for the supervision and safety of your children on site. Do not allow them to play around the pond unsupervised. There are lifebuoys on the sides of the ponds please familiarise yourself with their location and use.
- The Site is part of a larger working farm; therefore we would ask you to be aware of all tractors/machinery and animals. Please ensure you and your children keep a safe distance from them. The farm and workshops are private and access is not permitted to members of the public and are some way from the site.
- Halogen heaters and lamps are forbidden on site in awnings and tents.
- In times of adverse weather you may be asked to collapse down your gazebo and/or awnings for the safety of those around you.
- Please pitch a minimum of 3 metres from your neighbour.
- Tents using electric hook up connection must have the correct hook up equipment, which should be waterproof & house a 10amp double pole MCB & a 25amp RCD. Homemade equipment is not permitted both for safety and so as not to inconvenience others on site with unnecessary electrical trip outs.
- There is a strict speed limit of 5mph on site and a one way system is in operation and strictly enforced for safety. Only holders of a full driving licence shall drive a vehicle on the site.
- Open fires are not allowed on site. Portable BBQs are permitted but must be attended at all times by an adult, kept a safe distance from your unit and those around you, kept off the ground by legs or stands and not allowed to burn the ground, **failure to adhere to these rules will result in charges being administered for site damage & them being extinguished immediately for site safety.**
- For your own safety, gas bottles and BBQs must not be used in tents or awnings, please extinguish after use and leave outside. Any unattended fires or BBQs will be extinguished immediately for the safety of all on site.
- No sky lanterns or kites are NOT permitted on site, kites can however be flown out in the wider surrounding field away from units, people and overhead cables with prior permission.
- When entering and leaving the site please ensure the double gates are closed at all times to ensure your safety & security and to keep unwanted livestock out of the site – this area is under constant CCTV & beam alarms.

The main site gates are alarmed from 11pm – 7.30am for both vehicle & pedestrian access, please ensure you return before this time, otherwise contact reception.

Children:

- Must be supervised and not cause a nuisance or danger to themselves or others.
- Children are not allowed in the shower block unsupervised, this rule is strictly enforced.
- The play area is unsupervised, you are responsible for your children and any inappropriate behaviour or language will not be tolerated, the area is under CCTV.
- The destruction of trees, shrubs, or wildlife is strictly forbidden, any damage will be deducted from your security deposit.
- NO cycles/scooters/skateboards are allowed on site access roads for safety under our insurance terms please use the open field for cycles or offsite dedicated cycle paths. Ball games are not permitted on your pitch or around other units there is a dedicated area for ball sports in the field.

Dogs:

- Well behaved dogs are welcome on site, all dogs must be under control and on a lead at all times unless in the designated exercise area, all owners must clean up after their dog/s and do not leave your dog unattended at any time in any unit. They are not allowed in or around the shower block building. We reserve the right to require that the owner remove the pet from the site if it causes a nuisance or danger to other guests.

Firepits:

- We ONLY allow fires in our fire pits we DO NOT allow other fire pits brought onto the site as we are not insured for this, your understanding is appreciated for the safety of everyone on site. (You can hire our fire pits from reception subject to availability or pre-book before arrival from the website booking page).

When hiring a fire pit please pay strict attention to the safety guidance in the hire contract and be aware of safe distances and where your nearest water point is. All fire pits must be put out by midnight – we will douse with water any firepits still alight after this time.

Laundry:

- To preserve the views on and from our site we ask you to use the 3 variously sited rotary washing lines on site for the purpose of drying towels and clothes. Do not put clothing on the perimeter fencing. There is a tumble dryer in each shower block on site that guests can pay to use. The laundry is open at all times. Please be respectful on putting washing on that will spin late at night or early in the morning for those pitches closest to the shower blocks.

Guests' responsibilities:

- To ensure no damage to trees, grass, plants or wildlife whilst on the site. All guests & visitors are liable for any damage howsoever caused to fixtures, fittings, flora and fauna. Please ensure children are aware of what is acceptable behaviour in this regard. In return we will provide you with a tidy and visually pleasing site.
- The site is a no smoking site – all buildings are no smoking, you can obviously smoke in your own unit and on your pitch but please do dispose of the cigarette butts responsibly, tins can be taken from reception for use as ashtrays. Do NOT throw cigarette butts on the ground around the Amenity buildings or on the grass especially in summer! Use the ashtrays provided or use a recycled tin can.
- You are responsible for the noise on your pitch which should be kept to an absolute minimum after 11pm. You are responsible for your children and animals and their actions – any damages or breakages must be reported or we will seek to recoup our losses through CCTV evidence. In return we will provide you with a peaceful, safe and relaxing environment with immaculate facilities and views.
- Avoid putting on too many high amperage items such as domestic kettles, toasters, hairdryers and electric ovens as this will lead to the electric tripping to the annoyance of others campers, we are a rural site with limited mains electric supply to the site and each pitch has 16 amp EHU lighting – use microwaves etc and other items on a one by one basis.
- It is your responsibility to ensure the safety of your gas appliances & equipment and see that they are regularly maintained.
- We are responsible for the EHU to the point of connection from this point on you must ensure the safety of your appliances and the leads you are connecting with (See FAQs on appropriate leads) are safe and fit for purpose.
- We are not on mains sewerage and therefore the **3 Ps rule** applies to toilet use (Pee, Pooh & Paper only! no wipes etc) everything else goes in the hygiene bins provided or waste bins. Nappies must go in the bins in the bin area and no dog waste to be put in hygiene or waste bins in shower block. No BBQs can be washed in the dishwashing room please use the outside taps and paper towel is provided for greasy pans etc – fat blocks the delicate microbial balanced sewage treatment plant on site as does antibacterial washing powders & liquids.

Refuse & recycling:

- This area is under 24 hour CCTV to ensure waste is disposed of correctly & to ensure no large bulky items are left behind on site – if they are then the card booked with will be charged back with £25/item or given the chance to remove the item/s. This area is for glass recycling & general household waste in the bins provided. Unwanted large items (i.e. furniture, chairs, loungers, airbeds, tents, TVs) must be removed from the Site and taken home with you, we have no facility for this.
- Hot ashes and disposable BBQs MUST be emptied into the METAL bin provided and NOT in the plastic bins/boxes!!

General

- Breathable ground sheets only on site.
- Caravans and motor home can only be washed on site with prior permission from reception & payment of a water surcharge of £5.
- Use only the communal on site rotary line and the tumble dryer in the laundry for drying clothes & towels not the site fences or hedges.
- Pitches can be requested but are not guaranteed especially in high season
- No commercial /sign written vans are allowed onto the site as this is contra our site licence terms as a leisure holiday site

While the company will do their best to satisfy customer requirements, the company at their discretion reserve the right to withdraw any advertised services and to cancel any bookings made for clients, in which event no liability in respect of such cancellations shall fall on the company, save that the company shall refund any monies already paid in respect of bookings so cancelled.

Liability is not accepted by the company for accidents to clients and their guests, or for the loss or damage to personal property.