**The Little Hideaway Escape at Fieldhead Campsite**

**– Terms and Conditions for the Bell Tent**

***What you need to know***

**Booking and Payment**

* A 30% non-refundable deposit is required at the time of booking
* Full payment will be due 30 days before arrival and if the booking is made within those 30 days, then full payment will be due.
* Bookings can be made up to 24 hours in advance online and on the day if you contact the site directly by phone or email.
* Special requests must be specified at the time of booking and agreed at the discretion by the site management
* Online bookings can be made via the website: [www.fieldheadcampsite.co.uk](http://www.fieldheadcampsite.co.uk)
* Telephone enquiries can be made at: 01433 670386 and email: info@fieldheadcampsite.co.uk
* **Minimum stays** – A minimum of a two-night stay is bookable during the summer months over a weekend and a minimum of a three-night stay during a bank holiday.
* **Cars** – 1 car parking space is included in the booking of the bell tent, however please note that car parking is separate to the hideaway and a short walk away. Wheelbarrows are available to help you move your bags if needed
* **Access** – Access to the Hideaway is through the campsite, down some adventurous steps or via a ramp and then over a small footbridge with no hand rails. Staff will show you where to go upon check in but we do strongly advise head torches are used and ask you to take care when crossing the bridge.
* **Arrivals –** arrivals are from 2pm. Please let the campsite know an estimated time of arrival when you make your booking.
* **Beds –** The bell tent is set up as a double, please let us know if you would prefer two single mattresses instead.
* **Children –** The bell tent is for adults only (17+), unfortunately no children are allowed
* **Damage –** Please leave the bell tent as you find it, pots cleaned and no damage. If any damage does occur please let a member of staff know as soon as possible so we can ensure this is repaired for the next guests.
* **Terms and Conditions** – When booking online you are agreeing to the terms and conditions, if these are not abided by you will be asked to leave the site.

**Cancellation Policy**

You may cancel your reservation at any time. If a cancellation occurs the following refund policy applies:

* A non-refundable 30% deposit will be taken at the time of the booking
* 30 days prior to the booking the balance will be requested if booked online. Or you will be contacted for the payment.
* If cancellation is made over 30 days prior to the booking and full payment has been already made, then the balance less the deposit, any booking fees and administration costs will be refunded. In this case in the event of a cancellation, it is at the sites discretion to move the booking to another date.
* If the cancellation is made within 30 days of your booking, then no refund will be given.
* Refunds or rescheduled dates will not be given if you cancel your booking or leave the site early due to poor weather, injury, illness or other reasons beyond your control.

We recommend taking out Holiday insurance to cover the event of a cancellation.

The site reserves the right to cancel any booking due to dangerous weather or due to overbooking due to a malfunction with the booking software. If this were to happen guests will be told as soon as possible and given a full refund.

**Arrival and Departure**

* Arrivals between 2pm – 8.30pm. Please let the site know what time you are expecting to arrive.
* Please check in at reception when you arrive on site
* If you are going to be arriving late, please ring ahead to let reception know so they can pass on any relevant details you may need. If you have not arrived by 9pm we will assume you are not coming.
* Your parking space will be allocated at reception on arrival.
* Departure is any time before 10.30am – please make sure you have vacated the bell tent making sure any rubbish is disposed of in the bin provided and you have left the tent as tidy as possible.

**Pets**

* Please notify us at the time of booking if you are bringing a dog, there is an additional charge of £10 per stay for dogs (maximum of 2 dogs allowed).
* Dogs must always be kept on a lead when on site, with mess cleaned up after immediately. If this is not followed or your dog is seen to being a nuisance or barking constantly then you will be asked to leave.
* Dogs are not allowed in the facilities blocks.
* Aggressive dogs will not be allowed on site.

**Site Rules**

We are a quiet site set in the centre of a small village, people stay here for the peace and tranquil atmosphere so we do expect noise to be kept as a minimum.

What we like – The Little Hideaway Escape is a cosy place for people to relax and enjoy the outdoors. We welcome;

* Outdoor enthusiasts and people coming to enjoy the outdoors
* Passionate about nature and the environment​
* Respect other campers
* Dogs are very welcome (tired out dogs even better!) please keep dogs on a lead and

clean up after them.

* **Check in from 2pm to 8.30pm, please leave site by 10.30am**

What we don't like

* Unfortunately no children are allowed in the Bell Tent or in the Hideaway field.
* We ask for no noise after 10.30pm until 7.30am in the morning, and no loud music to

 played on site at all.

* No fires and no disposable or charcoal BBQ's allowed (gas powered BBQ's kept off the ground and gas stoves are accepted). A gas powered stove is provided with the bell tent.
* No antisocial behaviour - we will have to ask you to leave
* Litter - please make sure you put all rubbish in the bins provided
* Guests on site – Please meet with friends and family offsite.
* If any damage is caused please speak to a member of staff as soon as possible.

**Right to Evict**

We reserve the right to evict campers who do not follow these terms and conditions and who may present danger or menace to other campers, including excessive noise.

**Comments and Complaints**

Every care will be taken by site staff to ensure site facilities are kept clean and the site is kept to a high standard. Should you find cause for complaint please ensure you contact site staff immediately so that reasonable steps can be taken to resolve the matter. If you have a complaint, please phone or email the site directly and your complaint will be dealt with as soon as possible.

**Liability**

Liability is not accepted by Fieldhead Campsite to any person visiting, for any personal injury, loss or damage to any property including, motor vehicles and personal effects, however caused or sustained.

**Data Protection**

The information taken at the time of booking is required to process the details of your booking at Fieldhead Campsite.

**We hope these terms will help allow you to enjoy a safe and quiet visit to Fieldhead Campsite 😊**