

Terms & Conditions of Booking

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

The Greener Camping Club

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

We request payment in full when booking a camping pitch. Receipt of the payment secures your booking. Please note that £10 will be added to the booking fee for your Greener Camping Club membership. Pitches and glamping units are held provisionally for up to seven days, after which, if we have not received your payment, the dates will be released

Cancellation by You

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 £10 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.

Cancellation by Us

Coedfryn Farm Camping reserves the right to cancel a camping or Glamping 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. Coedfryn Farm Camping 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

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; or

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

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 Coedfryn Farm Camping a wonderful place to stay.

Children & Adults Safety

There are many opportunities for play and adventure at Coedfryn Farm 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 glamping units have wood burning stoves, 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! Coedfryn Farm Camping 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

Arrival time is between 4pm and 8pm but access to facilities will not be available until 5.30pm. 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 glamping unit by 10am.

Cars & Campervans

The speed limit while on Coedfryn Farm Camping is 5 mph. If you are staying in the camping meadow 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, cars must be parked in the yard. 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.

Consideration for Others

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 other guests will be asked politely to leave, without refund. If you are out for the night and arrive back late, please leave your car in the yard.

Recycling & Rubbish

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

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. Coedfryn Farm Camping accepts no liability for injury or damage caused by your campfire. By lighting it you accept full responsibility for it.

Day Visitors

Day visitors are only permitted by prior agreement.

Property Loss

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

Smokers

All the glamping units and 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.

The Weather

'Extreme Weather' is covered in 'Cancellations by Us'.

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.

Gas for the Camp Kitchen

Gas for the camp kitchen cooker is included in the price of the booking. Please use the gas cooker in accordance with the instructions and never leave anything aflame if you are not in attendance.

Breakages & Damage

Should any damage or breakages occur, other than acceptable wear and tear, a charge for repairs or replacement will be made.

Terms & Conditions relating to Glamping bookings

We reserve the right to charge for excessive cleaning where a glamping unit has been left in an unacceptable condition, through waste, litter, interference in the structure, movement of furniture and contents etc. Guests will be held responsible for any fire, smoke or general damage, or alteration to the structure caused by negligence.