

# Terms and Conditions

## Booking

- Other than large-scale events, we only take bookings 12 months in advance.
- Once a provisional booking is made, we will hold that booking for 2 weeks to allow time for a 25% deposit to be made.
- If a booking remains provisional after two weeks with no deposit forthcoming, we reserve the right to offer the facility to other parties who are in a position to provide the deposit payment. We would always attempt to contact the original booker to offer the option to pay a deposit to keep the booking first.
- We regularly send reminders for non-receipt of deposits but where no response is received and the date of the booking arrives, we reserve the right to charge the full fee for the booking as we will have turned away other potential bookings from the moment the provisional booking was made.

## Cancellation

- In the first instance, we ask any group thinking of cancelling to get in touch with us as early as possible. We hate to charge cancellation fees and sometimes other options are available.
- Cancellation for camping pitches will generally not attract a penalty unless large areas of the site have been reserved and other customers turned away.
- Bookings including buildings cancelled 3 months before the due date will lose the 25% deposit.
- Cancellation of buildings between 2 and 3 months before the due date will be charged 50% of the building booking fee.
- Cancellation of buildings between 1 and 2 months before the due date will be charged 75% of the building booking fee.
- Cancellation with one month or less before the due date will be liable for the full booking fee.
- We understand that cancellations are sometimes necessary, and we will endeavour to minimise the financial impact upon any group wishing to cancel, particularly if we can re-let the building for part or all of the cancelled time.
- Deposits are not returned apart from in extreme circumstances. Where bookings are cancelled in plenty of time, we would, however, seek to transfer and deposit paid to a future booking by the same group.
- Cancellations must be made in writing or via e-mail and confirmed. Verbal cancellation or e-mails "lost in the ether" will not count as valid cancellations.

## Vehicles

- It is absolutely forbidden for ANY vehicle to be driven onto or parked upon any of our grass areas. Vehicles may travel on our ring road track to drop-off trailers at camping pitches but must immediately return their vehicle to the car park.

- Any vehicles causing damage to camping areas including creating ruts, ditches or depositing oil will be charged for the damage to be put right.
- With so many young people on site, drivers should keep to a very low, safe speed to avoid any accidents or injuries.
- On large events, our central car park can fill quite quickly and so all groups are asked to co-operate with any car parking requests including parking on our overspill car parking field when required.
- Caravans are specifically excluded within our planning permissions and are therefore not allowed on site at all.

## Dogs

- Dogs or other animals are not allowed on site unless by prior agreement from the Centre manager and Directors.

## Activities

- We recommend booking activities as early as possible to avoid disappointment. To date, we have had a 100% success rate for activities booked one month or more in advance. We would always try to honour all activity bookings.
- If any activity is cancelled that required us to book a freelance instructor, any costs incurred by us up to and including the full instructor fee will remain chargeable.
- Whereas we have the facilities to run many of our activities indoors in case of poor weather, at peak times we may have to re-schedule or cancel activities at the last moment if we cannot accommodate every group's activity requests.
- Every activity has recommended and maximum numbers of people that can be accommodated safely within a 1hr session. Groups arriving with greater numbers at the start will be offered the option to extend their session at additional cost IF there is the capacity to do so.
- Groups should arrive promptly for the start of any activity session. If they arrive late and another group follows, their session may have to be shortened so as not to penalise the group that arrives next.
- Prior to undertaking any activity, the group leader must read and sign to agree to operate that activity to our operating procedures.

## Buildings

- Users of buildings should familiarise themselves with the fire alarms, emergency and evacuation procedures and as soon as practical after arrival ensure all residents are aware of what to do in case of an emergency.



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## Buildings...cont.

- We will have prepared your building for your arrival to be in a clean condition. Please highlight to any of the team any issues as soon as possible so we can put them right.
- We expect buildings to be cleaned before departure. Equipment and cleaning materials are provided, and more are available upon request. We know this is a chore at the end of a busy stay but is essential in helping us to keep our costs down. Any group leaving the building in a poor state will incur a cleaning charge based upon the additional hours required for our cleaners to bring the building back to our high standards.
- We understand that accidents happen. Please report any breakages or damage to us as soon as practical so that we can arrange for things to be put right before the next visitors. We don't charge for the odd broken plate or mug, just let us know. Any malicious damage such as graffiti, damaged walls or mattresses will be charged at cost.

## Camping Pitches

- Whereas we do our best to honour requests, we reserve the right to change allocated pitches at any time. This may be due to some areas being boggy or over-camped or being re-seeded and awaiting recovery.
- We also aim to offer pitch exclusivity where practical but, especially on larger pitches and at peak times, it is inevitable that groups may have to share with others. Please pitch tents to make best use of space on busy weekends to avoid being asked to re-pitch and "move up"
- Fires may only be used with a fire barrel & stand to raise the fire to protect the grass. Barrels, stands & spare wood to be returned after use.
- Wet pits or latrines are only allowed in our greenfield area and with prior permission.

## Child Protection

- Our top priority at all times is the safety of the young people visiting Bibbys Farm. Our policy is very clear that all adults staying overnight or who may have unsupervised access to young people MUST have a current, valid enhanced disclosure. It is the responsibility of the person making the booking to ensure this requirement is adhered to.

## Additional Needs

- Bibbys Farm is very suitable for young people and adults who have additional needs and we have made many adaptations to make their visits easier and more enjoyable. We would encourage all groups who have party members with additional needs to make us aware and ideally undertake a site visit to see if there are any other ways in which we can help.

## Smoking

- Smoking is prohibited in all areas of the site other than the smoking shelter situated to the rear of the campfire circle. To set a good example to young people, we also prohibit vaping as well as smoking.

## Alcohol & Drugs

- Alcohol may only be consumed by those over 18 on their own pitch or building but must be done discretely and not in front of young people under the age of 18. At all times, groups must have a minimum of one, preferably two adults who have not been drinking if they are responsible for young people on site.
- Bibbys Farm adopts a zero tolerance policy for illegal drugs and anyone found in possession or using such drugs will be immediately reported to the local police and removed from site.

## Behaviour

- Our primary aim is to assist in the development of young people to become great citizens. Anyone displaying disruptive or abusive behaviour will be removed from site and still be liable for the full cost of their booking.
- We ask all visitors to have due respect for our neighbours and other campers and that from 10pm noise levels reduce and are quiet by 11pm.

## Emergencies

- In the case of an emergency or incident, the muster point is the main car park. If the car park is a part of the incident, the secondary muster point is the main flag pole.
- In the case of an emergency, one of the centre staff will act as the "Incident Officer" and act as the main liaison between the site, groups and the emergency services.
- On discovering a fire or incident, the Incident Officer and centre staff should be notified as soon as safe to do so.

## General

- On arrival, all groups to check-in at Reception and complete the fire register.
- All groups to check-out prior to departure & settle any outstanding payments
- All waste to be disposed of responsibly. Please recycle as much as possible in the labelled bins and deposit all other waste (bagged) in the grey bins or the big red skip.