

Payment Terms

- A 25% deposit must be made **within 14 days** of a provisional booking, if no deposit is received after this period no guarantee of availability can be made.
- Full fee for the booking will be charged if no deposit is received and the booking date arrives.
- Deposits are non-refundable.
- All groups must check out prior to departure and should settle any outstanding payments.
- Any booking made within 28 days of arrival must be paid in full at the time of booking.

Cancellations

- Cancellation of camping pitches generally does not attract a penalty unless large areas of the site have been reserved and other customers turned away.
- Bookings including buildings cancelled 3 months or more 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 hiring charge.
- Cancellation of buildings between 1 and 2 months before the due date will be charged **75%** of the building hiring charge.
- Cancellation with one month or less before the due date will be liable for the full hiring charge.
- Cancellations must be made in writing or via e-mail and confirmed by the site office.
- The terms and conditions of cancellations also apply to late bookings initially paid in full.

The Site

- Vehicles causing damage to camping areas will incur a charge. Caravans are not permitted on site.
- It is the responsibility of the Group Leader to ensure that all areas used by their Group are left in a clean and tidy condition at the end of a booking. Groups will be charged extra for cleaning if a building or campsite is left in an unsatisfactory condition.
- Malicious damage to buildings, equipment and property, will be charged at cost.
- Dogs are not permitted on site, except assistance dogs by prior arrangement.
- All adults staying overnight or having 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.

Activities

- All activities should be booked at least one month in advance.
- Group leaders must read, agree and sign to operate activities according to the site's operating procedures.
- Any costs incurred for cancelled activities requiring freelance instructors will remain chargeable.
- The site reserves the right to change activities and/or schedules due to external influences e.g. the weather or at peak times.
- Visiting Groups should be mindful of number restrictions for activities and should plan accordingly to avoid disappointment.
- Visiting Groups should arrive promptly for activities.