

# Nicholaston Farm Camping – Booking Terms & Conditions

We look forward to welcoming you to Nicholaston Farm. To help everyone enjoy their stay, please read the following terms and conditions carefully. By booking with us, you agree to these rules.

## Groups Policy

Nicholaston Farm is a family-friendly site. We welcome families, couples, and solo campers.

Even if separate bookings are made, the following will be considered to be a group:

- Families or friends booking multiple pitches

- Guests living at the same address

- Guests travelling together (e.g. for a local event)

You must discuss with us if your group requires more than 3 pitches before you make your booking.

If you arrive as a group without notifying us, we may cancel your booking on arrival and no refund will be given.

We do not accept stag/hen parties, groups of unsupervised minors, large family groups of more than 3 bookings, or singles groups.

Small, responsible adult groups may be accepted by prior arrangement only. Please call 01792 371209 to discuss before booking.

When socialising, please keep noise to a minimum, especially after dusk, and respect other guests at all times. We require noise levels are down by 10pm.

## Minimum Stays

Period	Minimum Stay
Easter & May Day bank holidays	3 nights
Spring bank holiday & half-term	4 nights
Summer school holidays	4 nights
Weekends (May – Sept 13th, outside bank holidays)	2 nights

## Long Stays

Maximum stay per booking: 14 nights. Longer stays must be discussed with us before booking.

We do not offer seasonal pitches.

## Deposits, Payment, Cancellations & Changes

You can cancel within **7 days of booking** for a full refund (unless booked less than 10 days before arrival).

Bookings made **within 10 days of arrival** are non-refundable and non-transferable,

Bookings of £80 or less: full payment required at booking.

Bookings over £80: £80 deposit required at booking, and balance required to be settled 10 days before arrival.

Deposits are **non-refundable after 7 days (cooling-off period)**.

No refunds/changes within 10 days of arrival.

Changing dates:

- More than 10 days before arrival: free to move within the same season, subject to availability (stay length must not be reduced).
- If stay is shortened: up to £80 penalty may apply.
- Within 10 days of arrival: treated as a cancellation.

If payment is not made on time, we will cancel your booking without refund.

**If we must close the site** (e.g. by government order), you will receive a full refund or you can move your booking to another available date in the same season.

**Please note: we do not cover cancellations due to illness or bad weather.**

## **Arrival & Departure**

Check-in from 12:00 midday.

Last arrival by 9:30pm.

Check-out by 11:00am.

Pitches are allocated on arrival – we cannot reserve specific ones.

## **Pitching Up**

Caravans & motorhomes: leave 6m between units.

Tents: leave 3m between units.

You may book a specific field, but occasionally we may need to offer an alternative location.

## **Barrier Access**

On arrival, check in at reception/shop (or farm office after hours).

A £10 cash deposit is required for the barrier key (refundable on return).

## **Fires & Barbecues**

BBQs and firepits are permitted, but must be raised off the ground (bricks available).

We reserve the right to not permit their use in adverse weather conditions.

Open fires directly on the grass are not allowed.

## **Dogs**

Maximum 2 dogs per booking.

They must be **kept on a short lead at all times** whilst on our site.

Exercise dogs off-site (woods, beach, or common land nearby).

Owners are fully responsible for any damage or injury caused.

## **Visitors**

Due to our small size, visitors are allowed by prior arrangement only.

Please call 01792 371209 to discuss.

Visitors must report to Reception on arrival.

## **Noise & Music**

You must keep noise levels low at all times, especially after 10pm.

Music must be played at very low volume at all times, and must not disturb other guests.

## **Behaviour**

We want all guests to enjoy their stay.

Excessive drinking, drug use, or anti-social behaviour will not be tolerated.

Guests who behave inappropriately will be asked to leave without refund.

If necessary, we will involve the police to ensure safety.

## **Data Protection**

We collect your details to manage your booking.

We may also contact you with updates, news, or offers (let us know if you'd prefer not to receive these).

Your details are shared with CampStead Ltd to process your booking, and for feedback requests.

■ By booking with Nicholaston Farm Caravan & Camping Site, you agree to these Terms & Conditions.