

TERMS & CONDITIONS 2021

We let a pitch to you with the expectation that you will follow the usual customs of good camping and caravanning.

We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.

ARRIVAL AND DEPARTURE:	<p>Pitches are available from 2pm on the day your holiday commences.</p> <p>If you are going to arrive 9 pm, please call 01271 870690 before 5pm to let us know you will be arriving late and you must pitch on the late arrivals area.</p> <p>You must vacate your pitch by 11am on the day of departure and leave the pitch in a clean and tidy state.</p>
PITCHING:	<p>Pitches are for one tent, caravan or motorhome and include one car and two persons. Children, dogs, awnings etc. are charged as extras.</p> <p>It is your responsibility to ensure your unit fits satisfactorily onto the pitch booked. We allocate pitches using the information you provide at the time of booking. You must advise of any extras or changes prior to your arrival. If we do not feel you fit the pitch allocated, we reserve the right to move you according to availability. This is to ensure safety and comfort for all.</p> <p>You must pitch as directed by our ground staff to ensure your safety. You must not encroach on any access roads or other pitches and must comply with fire safety rules. If you do not pitch as requested we may ask you to move. A valid camping ticket must be clearly displayed at all times on your unit.</p>
BOOKING:	<p>Bookings are not transferable under any circumstances. Alterations to the booking will incur an administration charge. The person making the booking warrants that they are over the age of 18 years and that the numbers in the party will not exceed those stated at the point of booking.</p> <p>In making a booking with us you accept our terms and conditions which are clearly available on our website.</p> <p>The contract of your booking is with Mr and Mrs Martin Grafton of Warcombe Farm Camping Park, Station Rd, Morteheo, EX34 7EJ. Warcombe Farm Camping Park will not be liable for any person visiting, for any personal injury, loss or damage incurred to persons or their vehicles or property however sustained.</p>
PAYMENT:	<p>At the point of booking, an initial payment is required. The price of the holiday will not change unless you decide to amend or add extras. We will send confirmation that a pitch has been reserved for you showing the cost, monies paid and balance due. The balance payable is due 28 days before you arrive.</p>
EXTRAS AND ADDITIONAL CARS:	<p>There are additional charges for children, extra cars, adults, awnings, dogs, gazebos and pup tents (max 2x2m).</p>

EXTRAS CONT...	Maximum of 2 cars allowed per pitch, dependent upon the pitch size. Extra cars brought to the park without prior notice may be refused or charged at £10 per night. There is no additional parking on site so all vehicles must fit and be parked on the pitch booked.
AGE AND CLUB CONCESSIONS:	In low and value season we offer a discount of £2 per night for over 60's and £1.50 per night for members of the Caravan & Motorhome Club, C&C Club or affiliated organisations. This is not available online and you must book over the phone for the discount to apply. You will need proof of membership on arrival.
RESERVATION:	If on arrival we are unable to offer you the pitch initially allocated we will offer you a pitch of equal or higher value. If we cannot offer an alternative pitch we will refund monies paid, but you will have no additional claim against us. If you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available. We will offer assistance if you have to move to another pitch.
GROUP BOOKINGS:	Groups of more than three couples or two families must be arranged in line with government guidelines. We do not accept single sex groups of more than three persons or of unaccompanied persons under the age of 18 years. If we see a group forming we will ask you to leave.
NOISE:	Please be thoughtful of others – no excessive noise after 10.30pm . Children must not be on the play area after dusk.
VISITORS:	During the Covid-19 pandemic, no visitors will be allowed onto the site under any circumstances.
FISHING:	Fishing permits must be used when fishing and are available from reception. We hold a general licence for all those who wish to use the lake. No bathing or paddling is allowed. No night fishing. Children under 14 years must be accompanied by an adult at all times when within the boundary fence of the lake.
PETS:	If you bring a dog it must be with you at all times and not left alone on the park. Dogs must be on a lead at all times and are not permitted in the fenced area around the lake or on or near the play area. You must clean up after your dog. Dogs may run freely in the Woodland area provided they are kept under control and are not a danger to others. Please ask for a dog information leaflet on arrival.
CHILDREN:	You must ensure that children in your party are properly supervised at all times on all areas of the park including play area, fishing lake and amenity blocks.
SPEED LIMIT:	The speed limit is 5MPH . Please drive slowly as there are children playing. This includes bicycles and any other wheeled conveyances. Drivers must hold a full driving licence and the vehicle must be taxed and insured. Provisional drivers must not drive on the park. Recreational vehicles such as quad bikes are not allowed on the park.

BBQ's AND FIRES:	Open fires, fire pits and ground level BBQs are not permitted. Resting bricks are available for you to use to protect the grass. Cutting of trees and vegetation is prohibited and the natural conditions are not to be disturbed.
COMMERCIAL VEHICLES:	By prior arrangement only.
ELECTRIC SUPPLY:	We provide 16A plug-in points on all serviced pitches. Generators are not allowed on site.
REFUND POLICY:	We will not refund monies paid for your holiday under any circumstances. It is your responsibility to take out holiday insurance to ensure you can recover costs if you are unable to travel.
COMPLAINTS:	<p>If you have a problem or are dissatisfied with any matters under our control, please notify us immediately so that we can resolve the issue with you. We cannot accept liability for any claim of whatever nature if you fail to notify us within seven days of departure.</p> <p>Please give us the opportunity to put things right before you leave.</p> <p>Whilst every effort is made to offer all advertised facilities, there may be occasions when they are not available. We may have to close a facility for maintenance or repair.</p>

Additional Terms and Conditions regarding the Covid 19 Pandemic

1. Please bring your own hand sanitiser and **masks** for use in shared areas.
2. It is your full responsibility to comply with **social distancing** and **local lockdown** rules as advised by the government.
3. **NO VISITORS** allowed on the park under any circumstances. You must meet them off the park. They cannot enter the park to drop off equipment or assist in setting up.
4. **No supermarket or food delivery vans** will be allowed onto the park.
5. You cannot self-isolate or be on the park with Covid 19 symptoms. You **must not** travel to site if you suspect that you or anyone in your party has Covid 19 symptoms.
6. **NO REFUNDS ARE GIVEN** under any circumstances including your early departure for any reason.
7. **Please read our full terms and conditions carefully** – we are clear in the expectations and enforce them strictly. Please do not book a holiday with us unless you are prepared to accept them in full.
8. If **we** are unable to fulfil your booking contract for any reason, we can transfer your booking to a later date in the season or you will be entitled to a refund.
9. Please be patient and courteous to the staff in their duties – all is being done for your safety and theirs. Verbal abuse of any kind will not be tolerated.