



Packhorse Farm

Terms and conditions

STANDARD TERMS AND CONDITIONS OF BUSINESS AND PRIVACY POLICY

Thank you for taking the time to read our Terms and Conditions of business.

- We reserve the right to refuse any booking (including those booked on-line and paid for in advance).
- **We are a family site and therefore discourage those who wish to party into the early hours. For the comfort of all guests, the use of amplified music or sound (including speakers, radios and tv's) must cease by 10.00pm. After this time, guests are asked to be mindful of others to keep noise to a minimum. Persistent or disruptive noise after this time may be addressed by site management and you may be asked to leave the site without a refund. You shall take responsibility for your own transport home.**
- **Please note that dogs must be kept on leads at all times.**
- **We do not accept any breed of dog listed on the dangerous dogs act and we reserve the right to ask any person to leave the site that has an aggressive or nuisance dog with no refund.**
- We are unable to accommodate single sex groups or groups.
- A deposit taken, or payment in advance acts as confirmation of your booking, and our agreement is a legal Contract.
- Deposits are a handling fee and therefore non-refundable.
- If you are unable to stay for your originally booked date, we are happy to transfer your booking free of charge to another time of your choice, (subject to availability and excluding Bank Holidays unless your original booking was for a Bank a Holiday).
- Any guest who is unable to make a full payment will not be allowed to their pitch.
- Pitches are allocated at the time of booking. We cannot guarantee to give you a pitch of your choice, without prior arrangement, and subject to availability.
- If you have a large unit, you must notify us at the time of booking. If you fail to do so, we cannot guarantee that your allocated pitch will be of adequate size.
- If you have paid for a gazebo, in the case of unforeseen circumstances there is not space you can be refunded for it at reception.
- If you decide to leave your stay prior to your departure date, no monies will be refundable.

- The site and its facilities are used entirely at the guest's own risk. Guests must ensure that their vehicle and personal insurance covers third party liability whilst on the Park. We accept no liability in respect of any person or property. Caravans being moved by us are moved at the owner's risk. Loss or damage, for which any occupier of the pitch is responsible, must be paid in full before departure.
- Visitor parking is available, subject to availability and is a charge of £10 per car for the day. Please report to reception to register details.
- Caravans or tents left on the Park beyond the period booked will be charged at the current daily pitch fee.
- **Arrival time is 1:00pm and departure is 11:00am unless otherwise by prior notification**
- **Please note: It is your responsibility to keep your possessions safe and secure whilst staying at packhorse farm campsite**
- **We do not accept any liability for any damage, loss or injury to you or any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.**
- **WE DO NOT ACCEPT TRANSIT VANS OR EQUIVALENT COMMERCIAL VEHICLES ONTO THE SITE UNLESS BY PRIOR ARRANGEMENT**

BOOKING CANCELLATION AND REFUND POLICY

If your booking has not started, then we kindly request that you postpone your holiday and accept a credit for your booking to be transferred to a time of your choice (subject to availability and excluding Bank Holidays). If a booking is transferred to a higher tariff date then there will be a balance to pay but if a booking is transferred to a lower tariff date then no refund will be provided.

Please be aware that we can only offer ONE free booking transfer if you are unable to stay with us on the originally booked date. You are not eligible for a refund if the booking has previously been transferred. Any additional booking transfers are an admin charge of £5.

Our standard Terms and Conditions of Business remain in addition and can be located on our Sitemap.

PRIVACY POLICY

Our privacy policy reflects our duties under the Data Protection Act to use information fairly, keep it secure, make sure it is accurate and keep it up to date.

By entering and using this website you are deemed to accept the provisions in this policy.

We collect personal information (including demographic and personal profile data) as volunteered by you in registration forms, subscriptions, campaigns and e-actions. However, you

can access our web site without disclosing any of your personal data. We also collect the following (non-identifying) information:

- The internet domain and IP addresses from which you access the website
- The type of browser (for example Internet Explorer or Firefox)
- The operating system you use (for example, Window etc..)
- The date and time of your visit
- The pages you access

The information you provide will not be sold or rented, nor will it be shared with third parties unless we have your permission, are required to disclose the information by law, or in the following circumstances. The collection and use of personal information on this site is in accordance with the Data Protection Act of 1998 (UK).