

Grange Farm Camping and Pod Terms & Conditions

Bookings for camping, touring and pods are subject to the following Terms and Conditions (T&C's). We reserve the right to make amendments to these T&C's without notice.

BOOKING WITH US

- You agree to these terms and conditions when you make payment to us and we accept your booking with our 'confirmation of booking'. Our confirmation of booking will detail the dates of your stay.
- This contract applies to you and all members of your party. It is your responsibility to ensure that they are all aware of and accept our T&C's.
- To secure your booking we ask for a non-refundable deposit of £50.00 or full amount if the total cost is less. This is payable at the time of booking.
- The balance of the cost of your stay must be received on arrival, or 7 nights in advance to arrival date if the 5 night discount is applicable.
- If you are booking your ferry crossing with us, the full cost of the journey must be paid at the time of booking. We can only book ferry crossings if you are staying at Grange Farm or partial stay of your holiday .
- Ferry bookings booked through Grange Farm can only be amended via Grange Farm.
- At this stage, we recommend you take out travel insurance as refunds cannot be given for cancellations, Grange Farm cannot accept responsibility for any loss that you may incur due to your cancellation
- We may ask for a £20.00 per person refundable good behaviour deposit if we the owners deem it is necessary. This is payable at the time of booking and must be paid by card. (sorry, we do not accept cash for this charge for the pods but we can do for pitch bookings). Your good behaviour deposit will be returned to you within 7 days from the day of departure, once we have inspected the pod/s or ensured there was no disruption caused.
- In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
- Bookings from under 18's are on a pre approval bases, in some circumstances a parent /guardian contact details will be required.
- We reserve the right to refuse a booking without giving any reason.

CANCELLING YOUR STAY WITH US

- Please notify us immediately by calling +44 (0) 1983 740296 or emailing grangefarmholidays@gmail.com if you wish to cancel your stay with us.
- Ferry travel booked via Grange Farm as a part of your stay, will be cancelled at the same time as we cancel your pitch/pod booking.
- Ferry costs are refundable, but we will deduct a cancellation fee of £15.00 per return ticket.
- We cannot refund ferry costs if notification is given AFTER the travel date or time.
- If you have booked via an agent then please check their booking Terms and Conditions.
- Grange Farm are **not** liable for refunds or expenses you incur in the event we are prevented from fulfilling your Booking as a result of circumstances beyond our control. Such circumstances shall include (but will not be limited to) war, terrorism, serious crime, industrial action, flooding, natural disaster, epidemics or such similar events ("Force Majeure").
- We recommend that you have adequate holiday insurance in place to cover this.

STAYING WITH US

- Your pitch is available for you from 12:00 midday on the day of your arrival till 12:00 midday on the day of your departure.
- Please report to reception to register your arrival on site before going out onto the camping fields.
- We **do not** pre-allocate pitches or promise pitches adjacent to each other. Campers choose their pitch on arrival. We do however advise which camping field you are able to pitch.
- The number of persons using a pitch/pod at any time must not exceed the number stated on your booking and only those people listed on the booking details can occupy the pitch/pod.
- Please look after the pod keys we give you on arrival. If keys are not returned on departure, we will retain the key deposit in order to cover the cost of replacement.
- Smoking is not permitted in **any** building on Grange Farm.
- Children must be supervised whilst on site and around the farm. As a working farm on the coast, there are hazards from moving vehicles and sea safety should be considered.
- Certain dogs are accepted but must be kept on a lead at all times and not foul the site. No dogs are allowed in the farmyard.
- Wifi on the campsite site is available as 'pay-as-you-go'.
- Please **do not** enter occupied livestock fields, stables, animal pens or other animal housing.
- Please **do not** feed the animals. Feeding them the wrong food can lead to illness or death of the animal.
- Loud music and parties are not permitted.
- We reserve the right to terminate your booking without notice, compensation or refund should you choose to break any of our T&C's. This includes unreasonable behaviour and any action that might impair the enjoyment, comfort or health of others or livestock.
- If you have any problem or complaint concerning your holiday please tell us immediately and we will endeavour to put matters right. Any complaints reported after your stay has ended, will not be considered by us.
- We allow BBQS and small fire pits as long as they are raised up on a stand and only fed with Charcoal. No wood is permitted as sparks and embers are a fire hazard. Camp fires are **not** permitted.
- Fireworks, Chinese Lanterns and other combustible airborne items are **not** permitted.
- Flying of drones over our site is **not** permitted. Please respect people's privacy.
- Grange Farm is privately owned and is also our home. Please treat it, our staff and our animals with respect.

ON DEPARTURE

- Please leave the pod clean and tidy. Vacate your Pod and hand the keys back by 11am
- Please vacate and clear your pitch by 12:00 midday and return your allocated peg number.
- We work hard to make sure that everything works properly. If there is anything wrong, or you notice any damage, please let us know straight away. We will do our best to fix the problem.

FINALLY, sorry about all that legal stuff, most of all we hope that you enjoy your stay with us!