

Camping, Caravanning, Glamping & Nuthatch Terms & Conditions

1. Definitions

- 1.1 When the following words are used in these Terms and Conditions, this is what they will mean:
“Terms” – these terms and conditions.
“Campsite”, “We”, “Us”, “Our” – Brook Meadow, Welford Road, Sibbertoft, Leicestershire, LE16 9UJ
“Website” – www.brookmeadow.co.uk
“Booking” – a booking request submitted to Us via Our Website, email, phone, post or in person.
“Arrival Date” – the date on which your booking commences and you are due to arrive at the Campsite.
“Prices” – the cost of Our services as detailed on the Website.

2. Contract

- 2.1 These Terms and Our price list set out the entire agreement between you and Brook Meadow for the supply of Our services to you. Only these Terms shall apply to Our contract with you.
- 2.2 Please check that the details in these Terms and your Booking are complete and accurate before you submit your Booking.
- 2.3 By submitting a Booking you are deemed to have accepted these Terms.
- 2.4 We reserve the right to change these Terms at any time and any such changes will take effect immediately when posted on the Website, at the Campsite or otherwise brought to your attention.
- 2.5 In addition to these Terms, you must comply with the Campsite Rules which are available below under Rules.

3. Making a Booking

- 3.1 You can book online, or if having difficulties, via email, via the telephone number displayed on Our Website or in person.
- 3.2 Bookings are not transferrable to another party.
- 3.3 When making a booking you agree that you or at least one member of your party is twenty one (21) years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms and Conditions and you agree to be responsible for any loss or damage caused by any member of your party.
- 3.4 Advance bookings may at times be subject to minimum stay periods. These vary by season and please refer to Our Website for further details.
- 3.5 The Campsite is to be used for recreational camping only.
- 3.6 If you are part of a group booking of 8 pitches or over, you must phone us before making a booking otherwise you may be refused entry on arrival.

4. Rules

You, together with all members of your camping party are required to comply with the following rules:

- 4.1 We reserve the right of admission. We only accept responsible campers that are considerate to fellow campers and respectful to the environment.
- 4.2 All visitors must report to reception.
- 4.3 Camping & Caravanning check in between 12 noon and 6.00pm (and 8pm Peak season Fridays). Departure by 11.30am (late check out possible by arrangement only at a small charge). Glamping and Nuthatch check-in after 2pm and check out by 10am.
- 4.4 Keep to 5 miles per hour (walking pace) when driving to ensure safety of all our guests, especially children and pets.
- 4.5 All children must be closely supervised by an adult due to the lake, moving vehicles, moving farm machinery and livestock nearby the Campsite. All children must have an adult with them when watching films in the cinema.

- 4.6 If you bring a dog camping or caravanning, this remains your responsibility at all times, must be on a lead and not left unattended. Dogs are limited to a maximum of two per party and will incur an additional charge; they must be exercised away from the main camping areas. You are responsible for any mess, which should be cleared up and disposed of in the bins provided. Please note pets are not permitted in the Sunbird, Silverbird or Nuthatch Cabin.
- 4.7 There must be no loud or disrupting noise after 10.00pm.
- 4.8 Music and radios must be kept to a reasonable volume and then switched off by 10.00pm.
- 4.9 Leave the Campsite as you found it, i.e. no litter or damage.
- 4.10 No fireworks, Chinese lanterns, guns or weapons.
- 4.11 No hen / stag parties.
- 4.12 Drunk, disorderly or abusive behaviour will not be tolerated. We reserve the right to ask you to leave should this occur.
- 4.13 We cannot accept responsibility for your possessions, or any personal injury of any kind sustained while on Our land, subject to Section 8 – Liability.
- 4.14 No open fires are allowed. BBQs are permitted provided they are raised off the ground to protect the grass. Fire Pits can be used provided they are raised off the ground. Fire pits are available to hire from reception – these are available on a first come first served basis for a small charge.
- 4.15 You are liable at all times for any fires, BBQs and other activities undertaken at the Campsite.
- 4.16 Whilst on Our land, you and any members of your party must not enter any buildings apart from the toilet/shower block, The Fishing Lodge and Reception. You or any member of your party must not climb over any fences or barriers.
- 4.17 Any accidents on Our land must be reported at reception so We can log them in Our Accident Book.
- 4.18 We operate a no shoes policy in all glamping accommodation. Welly rack provided outside Nuthatch and a boot tray is provided in the glamping tent.
- 4.19 The behaviour bond taken for camping pitch bookings is termed a “Security Deposit”. This good behaviour bond is auto refunded after your stay following compliance with our behavioural conditions.

5. Prices

- 5.1 The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate.
- 5.2 Whilst we make every effort to ensure that our prices remain unchanged, they may be amended at any time.
- 5.3 Promotions, deals or discounted offers are subject to availability and cannot be used in conjunction with any other offer or discount and may be withdrawn at any time. Retrospective refunds are not permitted against any offer or promotion advertised after such time a booking is made.

6. Payment

- 6.1 Credit or debit card payments are preferred in advance of arrival and online. If the booking was not made online then we accept payment by credit card, or debit card, or cash on arrival. We can accept payment by cheque but we must receive the cheque at least 28 days before arrival.

7. Cancellation, refunds and amendments to your booking

- 7.1 If you want to amend your booking, you must notify us as soon as possible. Subject to availability and the conditions below, amendments to your booking can be made free of charge. We would ask if possible to notify us of any changes 14 days prior to your Arrival Date. If the amendment increases the price of your booking, the increase amount will be charged.
- 7.2 You may cancel your booking at any time. We do not offer refunds on cancelled bookings; we offer an amendment policy only (7.1)
- 7.3 The full balance of your booking must be paid in full before pitching.

8. Liability

Please read this section as it is important that you understand what you are agreeing to.

- 8.1 Nothing in this section limits or attempts to limit our liability for death or personal injury caused by Our negligence or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude Our liability.
- 8.2 If we fail to comply with these Terms we are responsible for loss or damage you suffer that is a direct and foreseeable result of Our failure or Our negligence. We shall not be responsible for any losses that you suffer that are indirect or not foreseeable, including, but not limited to, loss of income or revenue, loss of business and loss of anticipated savings.
- 8.3 Where we are responsible for your loss, Our maximum liability shall be not be more than to refund the amount paid by you for the holiday.
- 8.4 As Our Campsite is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by livestock, plants, trees, wildlife or weather.
- 8.5 Should any of the vehicles owned by your party get stuck and require assistance or towing, we shall not be held responsible for any damage caused to the vehicle(s). You should check that your insurance cover will allow secondary towing.
- 8.6 We do not accept responsibility for anything that adversely affects your holiday that is outside of Our control.
- 8.7 These Terms are governed by the laws of England and Wales.

9. GDPR

- 9.1 Your data is stored securely and is only used with regards to your booking. Your information will never be passed on to a 3rd party. If you receive an email from us and do not wish to be on our mailing list you can opt out at any time. Payment details are not stored and are only used for the purpose of you creating a booking. We hold a copy of the 2018 GDPR policy which you are welcome to view.