

# GLAMPING TERMS AND CONDITIONS

## BOOKING ACCEPTANCE

Our units can only be used for recreational, non-commercial purposes and are subject to a maximum of 21 nights in any one visit. You must leave at least 7 nights from departure before returning.

Bookings are only accepted from guests aged 21 or above. We do not allow party events, stag or hen party groups or similar. The Club reserves the right to refuse bookings should they appear unsuitable for the property, and can refuse admission on arrival if any aspect of the booking is misrepresented. In this event a full refund would be provided.

The number of people staying in the unit must not exceed the number originally booked. The unit must not be occupied by anyone who has previously been rejected by the Club and sub-letting is strictly forbidden. The Club reserves the right to cancel the booking for the entire party if this condition is broken and no refund will be due.

The Club reserves the right to refuse or ask any guest or visitor to leave whose conduct is believed to be detrimental to the property/site or disruptive to other guests and staff and no refund will be due. The Club also reserves the right to enter the property at any time, but will try to do so when convenient to the guest.

## ARRIVAL AND DEPARTURE TIMES

It is requested that you arrive at the properties between the times of 4pm–6pm to ensure a personal welcome and receipt of the property keys. You must vacate the property by 10am on the day of departure and keys must be returned to site reception.

You are permitted to arrive from 1pm & leave before 11am on the day of departure at the Gulliver's Safari Tents, Standard and Ensuite Dens, the Keswick Pods and the Windermere Pods. When staying at the Skye Yurts, please arrive between 3–6pm. You will need to check out between 9–10am.

## STAY LENGTH

The following minimum night stay periods apply on our glamping units.

**2 night minimum stay**, weekends and high season only – Gulliver's Standard Dens, Hayfield Pods

**2 night minimum stay**, all year – Gulliver's Ensuite Dens, Skye Pods.

**2 night minimum stay all year, 3 nights over Bank Holidays** – Bellingham Pods, Crowden Pods, Keswick Pods, Ravenglass Pods and Windermere Pods

**3 night minimum stay** – Teversal Safari Tents, Skye Yurts

**3 night minimum stay starting Friday, 4 nights minimum stay starting Monday or 7 night stay starting Monday or Friday** – Teversal Log Cabin, Gulliver's Ensuite Safari Tent

**7 night minimum stay starting Saturday, 2 nights or more bookable within 4 weeks of arrival (on contacting the site directly)** – Ashbourne Camping Cabin

## RATES AND DEPOSITS

### Deposits

All advance bookings are subject to a booking deposit of 25% of the total holiday cost (minimum £51). Gulliver's Safari Tents and Teversal Safari Tents all have a minimum deposit of £100. Ashbourne's Camping Cabin and Skye's Yurts have a minimum deposit of £100 with the remaining balance being paid for 28 days prior to arrival. Bookings due to start within 28 days of booking must be paid for in full. There will be an administration charge of £10 if any payment is not honoured.

Bookings which are less than 7 days in duration are payable in full at the time of booking.

### Special Rates

In order to receive the Member Rate at least one Full Member must reside for the duration of the holiday at the property. The difference in price will be required on arrival if the information you have supplied is incorrect.

Non-Member rates are only applicable at Bellingham Pods, Crowden Pods, Gulliver's Dens, Gulliver's Safari Tents, Hayfield Pods, Keswick Pods, Ravenglass Pods and Windermere Pods.

## LOCATION

All properties are situated within the Camping and Caravanning Club Sites, with the exception of Ashbourne's Camping Cabin which is 80m from site entrance. All Club policies must be adhered to and a copy is available from reception.

## INVENTORY AND SECURITY DEPOSIT

By making your booking, you agree to keep the premises and all furniture, fixtures, fittings and effects in or on the units in the same condition as they were at the start of the holiday (reasonable wear and tear excepted). A full contents inventory is available at each property for guest's information. Any costs incurred to repair or replace damages caused by guests will be reclaimed by the Club against the person making the booking.

Our glamping units do not have a security deposit, with the following exceptions: £10 Key Deposit at Gulliver's Camping Dens, £50 deposit at Gulliver's Ensuite Camping Dens and Skye

Yurts, £10 cash deposit at Bellingham Pods, £30 Key Deposit at Skye Pods, £100 at Ashbourne Camping Cabin, Gulliver's Safari Tents, Teversal Safari Tents and Teversal Log Cabin. Note that where a security deposit is applicable, it is payable by card or cheque only, except at Skye where it is cash only.

## SMOKING

All Self-Catering properties abide by the No Smoking law.

## PARKING

Only one car may be parked in the area adjacent to the unit. Other cars may be parked elsewhere on the campsite, subject to the discretion of the Holiday Site Manager.

## PETS

Where pets are accepted, they must be kept under control at all times and are not allowed loose on site. They should be exercised in any areas provided or off site. Owners are responsible for clearing up any areas fouled by their pets on site and if your pet causes disturbance to others you will be asked to remove it from site. Please note that we do not allow any breed of dog listed under the Dangerous Dogs Act 1991 on site.

With the exception of assistance dogs, pets are not allowed in the toilet block or other public buildings.

The following sites have units that will allow pets: Keswick (1 pod), Skye (1 pod and 1 yurt) Bellingham (3 pods allowing one pet only), All Ravenglass Pods and Ashbourne Camping Cabin (one pet only).

## CANCELLATIONS

To cancel your booking, you will need to contact Club Headquarters or the site directly. The Club recommends that personal holiday insurance be taken out.

### On all sites except Ashbourne Camping Cabin & Skye Yurts:

If we receive your cancellation 30 days or more before the date that your booking starts, we will refund all of the money you have paid.

If we receive the notice less than 30 days before the date that your booking starts, we will retain your deposit.

### Ashbourne Camping Cabin:

If we receive your cancellation 28 days or more before the date that your booking starts, we will refund all of the money you have paid, except the deposit. If your stay is less than 7 days, a £50 cancellation fee will be charged.

If we receive the notice less than 28 days before the date that your booking starts, we will charge you 50% of the full amount, with a £100 minimum being retained. If your stay is less than 7 days, we will charge you 50% of the full amount, with a £50 minimum being retained.

If we receive the notice less than 7 days before the booking starts, we will be unable to offer any refund.

### Skye Yurts:

All cancellations will lose any deposit or payments made.

## LIABILITIES

The Club will not accept liability or responsibility for the death of or personal injury to any guest resulting from their proven negligence.

The Club will not accept responsibility for any loss or damage to the property of any guest, including personal belongings, cash, jewellery and motor vehicles, however caused, during the holiday.

The Club's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation not being available due to exceptional weather conditions, flood or fire, or such other cause beyond its control.

## DATA PROTECTION

The protection of personal privacy is an important concern to The Camping and Caravanning Club (The Club). Any personal data collected will be treated in accordance with current data protection legislation. We will use your personal data for general administration, marketing analysis, operational reviews and to process your booking. In order to meet our contractual obligations to you, we will share relevant personal data within The Club. For more information about our data protection policy please go to [myccc.co.uk/privacy-policy](http://myccc.co.uk/privacy-policy)

## COMPLAINTS PROCEDURE

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, we have not met your expectations, it is essential that you contact the Club's onsite representative immediately.

If, after this, you feel that the issue has not been resolved to your satisfaction, please address your concerns in writing to FAO Customer Services, UK Club Sites, The Camping and Caravanning Club, Greenfields House, Westwood Way, Coventry CV4 8JH. This procedure is designed to ensure the speediest possible investigation into your concerns.

## DISCLAIMER

When you book a self-catering property, you enter into a contract with The Camping and Caravanning Club. Nothing in these conditions affects your normal statutory rights.

While every effort is made to ensure the accuracy of the brochure/other material and prices at the time of printing, errors occasionally occur. You must therefore ensure you check all details of your chosen property and arrangements (including the price) with the Club at the time of booking. The Club will, however, use its best endeavours to notify you of any changes to or inaccuracies in any information contained in the brochure or otherwise provided to you as soon as reasonably practical after we become aware of the change or inaccuracy.

The Club reserves the right to alter the Terms & Conditions at any time.