**Terms and Conditions**

# Definitions

* 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”: Tatton Farm, Weymouth, Dorset, DT3 4BX.
	“Website”: Our own website www.tattonfarm.co.uk
	+ “Booking”: a booking request submitted to Us via Our Website, email, phone, or in person.
	+ "Arrival Date": the date on which your booking commences and you are due to arrive at the site.
	+ “Departure Date”: the date at which you will need to vacate your pitch and leave the campsite
	+ “Prices”: the cost of Our services as detailed on the Website.

# Contract

* These Terms and Our price list set out the entire agreement between you and Tatton Farm for the supply of Our services to you. Only these Terms shall apply to Our contract with you.
* Please check that the details in these Terms and conditions and ensure your Booking is complete and accurate before you submit your Booking.
* By submitting a Booking you are deemed to have accepted these Terms and Conditions.
* We reserve the right to change these Terms and Conditions including terms related to any new policies on the main camping page 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. You are bound to this by booking.
* In addition to these Terms and Conditions, you must comply with the Rules in section 4 below.
* If you do not adhere to our Terms and Conditions and the rules or fail to pay for your accommodation, you will be in breach of your contract and will be made to leave.
* A booking cannot be made for more than 28 days unless you purchase a seasonal pitch. There are limited number of seasonal pitches and the letting of a pitch as seasonal will be at Our discretion.
* These terms and conditions may change at any time and any new conditions or amendments will apply to your booking.

# Making a Booking

* You can either book online, or via the telephone number displayed on Our Website or in person.
* Bookings are not transferable to another party and a non-refundable deposit must be paid at the time of booking. The remainder of the balance must be paid 48 hours prior to arrival or your booking will be cancelled.
* 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 & Conditions and you agree to be responsible for any loss or damage caused by any member of your party.
* Advance bookings may at times be subject to minimum stay periods. These vary by season and please refer to Our Website for further details.
* The Campsite is to be used for recreational camping and caravanning only.
* If you are part of a group booking of 8 people or over, you will need to book two pitches. Please phone us before making a booking as we may be able to get the pitches next to each other.
* Council regulations insist that the farm/campsite is for holiday use only; therefore working or trading from the farm/campsite is not permitted. A booking can be made for camping or touring caravan, as holiday accommodation only, for a maximum of 28 days unless you have purchased a seasonal pitch.
* Commercial vehicles and vans are not permitted on the farm/campsite.
* You must be able to provide proof of booking on arrival, either a printed confirmation or a screen shot on a mobile device.

#  Rules

We reserve the right of admission. We only accept responsible campers that are considerate to fellow campers/guests and are respectful of the environment. You, together with all members of your party, are required to comply with the following rules:

* All children must be closely supervised by an adult due to moving farm machinery and livestock nearby and no-one from your party is permitted to enter any working part of the farm.
* If you bring a dog, 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 immediately. You will be asked to put your dog on a lead if it is seen roaming free around the camping area or any other area on the farm. Please do not leave pets unattended, there are many areas of the working farm that are dangerous and could result in the severe injury or death of an unsupervised dog. The management reserves the right to refuse admission and eject from the farm/ campsite any dog which it considers inappropriate and a danger to others.
* Please respect the campers on our farm, keeping noise to a minimum. We operate a quiet time between 10pm and 8am and require all campers to adhere to it. The management reserves the right to terminate the booking of any person whose conduct is detrimental to the farm/campsite or comfort of other visitors.
* The use of generators is not allowed
* Leave your accommodation as you found it, i.e. no litter or damage. You will be liable for any damages or excess cleaning caused to any of our property and will be charged.
* Music players/radios must be kept to a reasonable volume and then switched off by 21.00.
* No fireworks, Chinese lanterns, guns or weapons.
* No hen/stag parties or weddings.
* Drunk, disorderly or abusive behaviour will not be tolerated. We reserve the right to ask you to leave should this occur.
* We cannot accept responsibility for your possessions or any personal injury of any kind sustained while on Our land, subject to Section 8 - Liability. You must not stray into fields or buildings around the farm. This is for your own personal safety.
* No pitches are reserved and are allocated on a first come, first serve basis.
* No open log fires are allowed but Charcoal BBQs and Charcoal fire pits are permitted if they are raised off the ground to protect the grass.
* You are liable at all times for any fires, BBQs and other activities undertaken around the site. We do not allow open log fires of any sort inside your tent/unit due to the high risk of carbon monoxide poisoning.
* Whilst on Our land, you and any members of your party must not enter any buildings, climb over any walls, fences or barriers as we cannot be held responsible for any injuries caused. If children access the woods they must be supervised by a responsible adult at all times as there is a high risk of personal injury if they are not.
* Any accidents on Our land must be reported at reception or a member of staff so We can log them in Our Accident Book.
* Check in is not before 14:00 and please note you may be asked to leave and come back at 14:00. You must vacate your chosen accommodation by 11:00 on your departure day promptly. For the comfort of other visitors we ask guests to arrive before 6pm on day of arrival and not to vacate before 8am on day of departure.
* You must take large items of rubbish away with you i.e. broken tents, cardboard, chairs etc. Only general waste (including doggy bags), food waste and mixed recycling is to be disposed of in our bins. You may be liable to a £40 charge if we end up having to dispose of bulky items.
* We do not offer any sort of storage facility for caravans or tents. If you do leave your property on our site, we will make reasonable attempts to contact you and after 21 days it will be sold and we will take the value of storage costs from the sale.
* You need to have a gap of 6m between all accommodation units (please note awnings are classed as accommodation units). This is a legal requirement (fire safety). You may be asked to move your unit if pitched too close to another. 3m is acceptable for groups.
* We do not mind day visitors onsite; however we must be notified of all visitors onsite. Visitors can be onsite between 14:00 and 21:00 only. Any guest vehicles must be parked safely on your pitch and must not block the main track. This applies to all our services: camping and caravanning.
* If you plan on arriving back on site after 22:00, you must park your vehicle by the check in shed out of consideration for other campers staying with us.
* Please note, each pitch is designed for one family with a maximum of 2 adults (anyone over 16) and 4 children or 4 adults and providing the minimum distances between accommodations on the pitches are adhered to each pitch is designed for the following set up:
* One car with touring caravan and awning/gazebo
* One motorhome with awning/gazebo
* One car tent with awning/gazebo
* One car with a maximum of two tents
* ***A strict 5mph speed limit applies on the farm/campsite at all times for your safety and the safety of others.***

# Prices

* The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate. Prices are per night per pitch.
* Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time.
* Prices do not include any additional services, features and facilities unless expressly stated.
* 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.

# Payment

* Credit or debit card payments are preferred in advance of arrival and online. If the booking was made over the phone, payment must be made using a credit or debit card or PayPal and paid in full 48 hours before arrival. Pre-payment is advised to reserve your booking, as we cannot guarantee availability to 'walk in' customers.
* Non-payment renders your contract with us as invalid and you will be asked to leave the site.

# Cancellation, refunds and amendments to your booking

* 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 if you notify Us before 14 days prior to your Arrival Date. If the amendment increases the price of your booking, the increased amount will be charged
* If you want to amend your booking within the 14 days prior to your Arrival Date, a £20 fee will be charged on top of any price increases as a result of the amendment.
* You may cancel your booking at any time. We do not offer refunds for cancelled bookings, unless a minimum of 2 months notice is given (you will be charged an admin fee to cover our costs). We offer an amendment policy only.
* The full balance of your booking must be paid in full before pitching.
* A booking can only be amended once.
* No booking amendments will be accepted by Us within the 7 days prior to your Arrival Date.
* We do not accept poor weather as a reason for cancellation/rebooking, unless it is deemed as unsafe and risk to public safety i.e. flooding, hurricanes and other extreme weather conditions in which case you will be contacted and offered an alternative.
* If there are extreme weather conditions that make the campsite too “wet” to set up your unit safely we will refund the cost of your booking and do our utmost best to let you know in good time.

#  Liability

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

* 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.
* 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.
* Where we are responsible for your loss, Our maximum liability shall be no more than to refund the amount paid by you for the holiday.
* 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. We advise you to have the relevant insurance.
* 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. There may be a charge for this service of £10.
* We do not accept responsibility for anything that adversely affects your holiday that is outside of Our control. We advise you to have suitable travel insurance.
* These Terms are governed by the laws of England and Wales.

# 9. GDPR

* Your data is stored securely and is only used with regards to your booking. Your information will never be passed onto 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 or seen by us and are only used for the purpose of you creating a booking through our online booking system.