

CRAFTY CAMPING TERMS & CONDITIONS

Thank you for choosing to book your Crafty Camping break with us. We very much look forward to welcoming you to the woods. By making this booking you are entering an agreement with Mallinson Ltd. Please read our terms and conditions of booking below.

PRICES

The price quoted is per tent and includes bed linen, pillows and towels for up to 2 persons per unit, additional mattresses, pillows and towels can be provided for children by prior arrangement. We have the right to alter prices at any time. However, prices stated on booking confirmation will be honoured.

The Crafty Camping Price includes shared use of the communal kitchen & covered dining area (in addition to your own private outside BBQ area by your tent). Please note that the kitchen will be unavailable for cooking from 10.30am – 5.30pm on days when there is a course running in the woodland workshop as meals will be being prepared for the course guests. Courses are during the week and school term time only, and the dates are published on our website.

BOOKING CONFIRMATION & PAYMENT

Payment can be made by card over the phone, using the online booking system on the website or direct BACS bank transfer. Guests are strongly advised to call the office to ensure that the dates they require are available before making any transaction.

All bookings are confirmed by email and additional information, maps etc are sent at this time.

CANCELLATION & INSURANCE

Guests can cancel up to 10 weeks prior to the date of the booking, however a fee of 25% will be deducted from the refund. After 10 weeks we are unable to offer a refund and therefore in order to cover unforeseen circumstances, **we would strongly recommend that you take out cancellation insurance** to cover any spent cost should you have to cancel for any reason outside your control.

In the unlikely event that Mallinson Ltd have to evacuate the site (due to inclement weather for example) or cancel the camping for any reason outside our control we shall offer a full refund or credit against a future stay. Mallinson Ltd are not liable for any consequential loss that may be incurred by the guest due to these circumstances.

DOGS

It is with great sadness, and after a great deal of debate that we do not allow guests to bring dogs with them.

CHILDREN

Crafty Camping is an adult only site, except during our family weeks and when one group book the entire site, the site is designed for and is primarily suitable for adults. Children must be closely supervised at all times due to the unfenced pond, sharp tools, firepits and similar hazards. Within reason and whilst allowing your children to enjoy the nature of the woods, please try to maintain the peaceful atmosphere of the site with respect to the other guests and neighbours.

ARRIVAL

Your accommodation will be available to you from **4.00pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time, as we will be busy preparing the tents for your stay.

There is a 5-minute walk from the car park to the Crafty camping site, therefore please don't bring more than you need/ can easily carry.

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The arrival instructions are designed for 'Self check-in', depending on your time and day of arrival there may or may not be a member of staff on site to greet you. These instructions will guide you to your tent where there are instructions on where you will find everything you will need to settle in as well as practical issues such as 1st aid etc.

Please do not drive down the track to the bottom entry to the Woodland Workshop, this track is very rough and rutted, and for 4x4 emergency vehicle access only, damage to cars is likely and cars do get stuck. For disabled access we can arrange for 4x4 transport via this route in advance.

SMOKING

Please do not smoke in any of the tents or buildings.

UPON LEAVING

Please vacate your tent/tipi/yurt by **10.00am**.

DAMAGES & BREAKAGES

Please take care when staying in our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. All we ask is that you do report any incidents when they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

Please leave your tent clean and tidy, we reserve the right to make an additional charge for cleaning if tents are left unreasonably dirty.

NOISE

We request that noise is kept to a minimum particularly in the evenings and specifically after 11.00 pm. Please do not bring amplified music of any sort. Conversely we are unable to do much about the dairy farm noise in adjoining fields, local country sports or indeed wild animals (owls, buzzards, foxes & badgers in particular) in the woods....

CHINESE LANTERNS

Please do not release Chinese lanterns in or around the woods as they pose a serious risk to livestock and crops.

ADDITIONAL DAY/EVENING GUESTS

Please do not invite additional day or evening guests on site without specific prior arrangement.

SERVICES AND FACILITIES

Mallinson Ltd endeavour to provide all of the facilities, utilities and services promoted on our website at all times but are not liable to pay any refund should any of these fail.

RECYCLING & WASTAGE

Guests are requested to carefully sort all items into the correct recycling bins provided and to keep landfill to a minimum as well as to switch off electricity lights and water taps whenever not necessary.

LIABILITY

Parking facilities are available on site and any vehicles and their contents are left at the owner's risk. We do not accept any liability for any damage, loss or injury to any member of your party or possessions whilst on site.

PRIVACY POLICY

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Any data collected during the course of this booking will be stored on our computer(s). Your contact details will be added to our database and you will receive an information newsletter approximately once a month informing you of new and exciting services. If you would prefer not to receive this information then please notify us and we will remove your details from our database immediately.

A warm welcome awaits you at Crafty Camping – Woodland Workshop.