

## **Terms & Conditions Policy as of APRIL 2022.**

Whilst we are back to “normal”, Covid is still very much present and we ask:

Not visit our site or campers on site if you have symptoms of Covid-19 (please check the NHS website for full list of symptoms).

For the safety of yourselves, others on site and our family, if you were to develop symptoms whilst on site please **DO NOT USE** any facilities, please pack up immediately and call or email us to let us know you have left.

You must be responsible for your own hygiene practices, we will make every effort to disinfect as often as possible and keep all communal areas to a high standard ourselves, but we will need our guests to help us be vigilant in this. This means if your children can't wipe down after they have used the facilities or will forget to wash their hands, you are responsible to ensure they do.

Please see below for other Terms and Conditions.

1. Check-in for any pitch type is between 14:00 and 19:00.
2. Check out by 11:00.
3. Quiet time is 10:30pm - 7:30am this is for the enjoyment of all on site, and we ask people to be respectful of this, those that aren't will be asked to leave.
4. Dogs are welcome and can stay free of charge. However, they **MUST** be kept on a lead on site, and cleaned up after.
5. Please make sure you are familiar with our campsite rules prior to arriving – they are available on our website.
6. Payment Conditions: 50% non-refundable deposit is required at the time of booking. The remaining balance is required 4 weeks before your arrival. 100% payment required if booking 2 weeks prior to arrival date. This is non-refundable.
7. Payment for the cabins and Safari Tents is 100% at the time of booking.
8. Refunds: 50% refund for any camping pitches will be made if cancelled at least 2 weeks prior to your arrival dates and if the total balance has been fully paid. Otherwise please refer to point 6 (where the deposit paid is non-refundable).
9. If a cancellation is required because of a positive Covid test: We will need to see proof of the positive test from the NHS website. If the deposit or full amount has been paid – we will transfer that towards another future booking. Or if cancelling within 2 weeks of arrival dates we will honour the 50% refund if fully paid as per point 8.

10. Payments can be made via Paypal, Stripe, BACs or credit / debit card. Paypal account is [pitchperfectcamping@gmail.com](mailto:pitchperfectcamping@gmail.com) BACS is Account Name: Pitchperfect Camping sort code: 40-44-33 account number: 82025280

11. Additional Check-In Notes Please contact us beforehand if your arrival time is later than 7pm, as the Reception will be shut.

12. Data Protection All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our campsite.