

TERMS AND CONDITIONS 1



NEWFOLD FARM

Newfold Farm is a family-run, friendly campsite offering camping and glamping in the heart of the Peak District National Park. The enjoyment and safety of our guests is our priority. We therefore ask you to read the following Terms and Conditions before making your booking.

BOOKING

Booking is encouraged through our website. Queries can be emailed to our reception team. We are a small team and may be unable to answer the telephones so please book online where possible. Booking camping or campervan pitches requires full payment on booking.

Bell tent pitches will be charged at 30% payment on booking with the remainder to be paid 6 weeks in advance of arrival date.

In order to process your booking, full contact details are required including your vehicle registration number if applicable. Only pre-registered vehicles will be allowed onto the site.

General camping bookings have a 2 night minimum stay over the weekends, 3 nights over Bank Holiday weekends. Bell tent or pod bookings are for a minimum of 2 nights, or 3 nights over a bank holiday weekend.

Emailed booking confirmation will be sent out following receipt of payment through the website.

GROUPS

Bookings for stag or hen parties will not be accepted. We will also decline bookings for large groups if we feel they are at odds with the family friendly ethos of the campsite.

Group booking queries should be discussed with the campsite directly, and will be monitored for good behaviour when on site. Any hen or stag parties found will be asked to leave with no refund.

AGE RESTRICTIONS

Persons aged under 18 years of age are not accepted to stay unless with family members who will be responsible for their conduct, and those family members must be over 21 years of age.

CHILDREN

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that they are adequately supervised.

CANCELLATIONS

Cancellations up to 30 days in advance will incur a 10% administration fee. Cancellations made less than 30 days in advance / within 30 days of your arrival date, will be required to pay the full amount.

Customers are advised to take out their own insurance cover to protect them in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during a stay. However, additional items can be added, subject to availability, if required.

IF WE MAKE ANY MAJOR ALTERATIONS TO YOUR BOOKING

We try very hard to provide all facilities as advertised on our website. In the unlikely event that we have to vary any details of your booking before your arrival, we will endeavour to advise you in writing as soon as possible.

IF WE CANCEL YOUR BOOKING

We always endeavour not to cancel or change the date of your booking, but in very exceptional circumstances this may be necessary. In such circumstances we will inform you of the change of date or cancellation as soon as possible and offer you the following options.

- accept the alternative arrangements as notified to you.
- choose another available break.
- cancel your holiday with a full refund of any money you have paid.

NO SHOWS

If you fail to arrive by 9:00pm on the day of your arrival date without satisfactory explanation or written cancellation being received then you will be unable to transfer your booking and no refund will be payable. If no notification is received and you have not arrived by 1.00pm on the day following the date of your expected arrival, then we reserve the right to re-let the pitch with payment forfeited.

EXTENDED STAYS

Extensions can be arranged, subject to availability and possible pitch relocation. If you wish to extend your stay please check with reception as soon as possible.

ARRIVAL AND DEPARTURE

On arrival please check in at the reception where you will be asked to confirm your occupancy details and car registration, if applicable. Pitch details will be supplied at check-in.

Check in for camping pitches is after 1:00pm.

Check in for bell tents is after 3:00pm.

Reception closes at 4:00pm weekdays and 7:00pm weekends during the months of October to March, and 6:00pm weekdays and 9:00pm Fridays during the months of April to September.

No arrivals after 9:00pm unless by prior agreement. Unplanned late arrivals will not be able to gain access to the campsite until the following morning when reception opens at 9:00am.

Check out is before 11:00am.

VISITORS TO THE SITE

Visitors are not allowed on site, although are of course very welcome in the cafe.

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NEWFOLD FARM

VEHICLES

Only one standard car or motorbike is permitted per pitch. Please contact us if your vehicle deviates from this. Extra vehicles must be pre-booked and paid for prior to arrival. Parking for additional cars will be available in designated parking areas.

There is a speed limit of 5mph throughout the site, and this must be strictly adhered to. Anyone found to be exceeding the speed limit or otherwise driving in a dangerous manner may be asked to remove their vehicle from the site.

DOGS

We allow well behaved dogs on the campsite. There is a premium for each dog added to the pitch fee. Dogs should be kept on leads at all times and are not allowed to roam freely.

Any dogs making a disturbance through barking or uncontrolled behaviour will have to be removed from the campsite by their owner.

Dog waste must be cleared up and disposed of in the appropriate waste bin.

FIRES / BBQ'S

Fires or BBQs are permitted but must be a minimum of 30cm high and have a solid base so that hot ash or wood is kept away from the ground. Firepits with attached grill are available to hire on booking or from reception during your stay, subject to availability. Wood and firelighters can be purchased from the shop or reception. Taking wood from the campsite or surrounding woodland is not permitted and damages our local ecology. We reserve the right to refuse permission for firepits/BBQs to be used if we deem them unsuitable. Disposable BBQs are not allowed. Any firepits or BBQs brought on to site must be used according to the manufacturers' instructions. Instructions will be provided with all hired firepits.

NOISE

This is a family campsite in one of the most scenic parts of the country. We hope that all our guests will respect the right of others to enjoy our valley in peace. We therefore ask that no loud music is played in the campsite at any time and all noise cease between the hours of 10pm and 7am.

Outside of these times noise must not disturb those in neighbouring pitches. We reserve the right to ask individuals to leave the campsite (without refund) at any time of the day or night should they not adhere to this request.

No generators are permitted to be used on site.

DISABLED VISITORS

We endeavour to be a fully accessible site. Please contact us to discuss any specific requirements.

GENERAL SITE INFORMATION

The person making the booking is responsible for the conduct of their party. Customers must comply with the campsite terms, conditions and rules for their own safety and that of others. Anyone not abiding with the rules of the site may be asked to leave without further warning and without refund.

It is your responsibility to understand the terms, conditions and rules of the site and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking.

Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. We reserve the right to refuse access to customers who have previously breached the campsite rules.

LIABILITY

Anyone found defacing or causing damage to any building, equipment or property of the campsite faces immediate eviction and/or prosecution. The pitch hirer will be responsible for this and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any campsite facilities or to other customers' property.

YOUR PROPERTY

Your vehicles and their contents and accessories are left at your own risk. We and our staff shall not be liable for the loss, theft or damage of any property whilst they remain on the campsite nor for any injury, accident or mishap to any person, unless this has been caused or contributed to by any negligence or default on the part of our staff. Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

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 promotion of the campsite we may email you to make you aware of late availability, future events or developments on the campsite or at the Country Park. You will be asked if you wish to receive these notifications from us and how as part of the booking process.

AND FINALLY

By booking a pitch with us at Newfold Farm you agree to abide by the above terms and conditions. We look forward to welcoming you to Edale and hope you enjoy your stay with us!

The Newfold Farm Team