

# CONSIDERATE USE OF FOWBERRY FARM – TERMS & CONDITIONS

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**Your booking** When a reservation is requested we will make a provisional booking for you, at that time we will request a deposit. Once the deposit is received we will then send the letter of confirmation. A booking is **only valid** when a deposit has been paid and confirmation sent.

We are a very popular site and cannot accept changes to your booking on arrival, for example a reduction in the number of the nights you booked to stay. The nights you have booked must be paid for.

**Deposits & Payment** You will be required to pay a non-refundable deposit of 50% of your booking or 1 night's stay, whichever is the greater. The balance is to be paid **ON ARRIVAL**.

**Cancellations** If you have to cancel your booking we need as much notice as possible, in writing. The deposit will be non-refundable under any circumstances, for instance weather conditions, traffic congestion and other conditions outside of our control.

**Arrival times** Arrival is strictly from 2.00 pm, If you are going to be delayed, please phone ahead as a matter of courtesy and to avoid the risk of losing your pitch – 07850 881 992 or 07836 239401.

**On Arrival** Please come to the house to check-in, if no one is in please read the notice on the door to check which pitch you are on. Please position your outfit opposite the numbered marker on your pitch and with due consideration to the neighbouring pitches. On pitches 1 and 2 your outfit needs to be parked parallel to the perimeter fence – on other pitches it is self evident where to park up.

**Vacation of Pitches** Pitches must be vacated by 12.00 pm.

**Electric Points** The amperage supplied is 10 amps, please try to avoid unnecessary usage and trip-outs.

**Refuse** We provide a large green bin for general waste, blue bin for recycling and a glass only receptacle. Please ensure that you leave the pitch clean and tidy and that any rubbish has been placed in the nominated bins provided, or remove if non-domestic waste.

## **General**

- If you wish to entertain visitors please check with us beforehand. We do not permit visitors to stay overnight.
- Please be a responsible dog owner. Always keep your dog on a lead and don't forget to clear up after them. We have working dogs, and care should be taken when approaching them.
- Small pup tents are allowed with an outfit – charged at £5 per night by prior arrangement **only**.
- We do not permit any additional vehicles with your outfit. The exception being motor-homes with small towed cars by prior arrangement.
- Children must be supervised at all times.
- Please do not feed any farm animals, i.e. hens and horses.
- Strictly no access to the farm buildings and any farm machinery.
- The disposal point is for both chemical and grey water, we do not have a drive-over point for motorhomes.

## **Behaviour**

As a guest, please respect our privacy and take into consideration this is a working farm. We are very happy to answer any of your questions about the farm. ***Remember that we reserve the right to ask any member or their visitors to leave.***

## **Safety**

As site owners we have a general duty to take reasonable measures for the safety of our visitors. Visitors should nevertheless exercise care on our site and have regard for potential hazards particularly if accompanied by children.

*Last Reviewed: January 2018*