

LONG MEADOW CAMPSITE TERMS & CONDITIONS 2022

As with all businesses in the holiday trade, we aim to make your stay as enjoyable and peaceful as possible. To help achieve this, would you kindly observe the following conditions of booking:

Terms and Conditions

- 1.1 We consider these terms and conditions and our price list to set out the agreement between you and us for the supply of our services to you.
- 1.2 If you think there is a mistake with your booking please contact us immediately.
- 1.3 On booking a pitch at Longmeadow Campsite you agree to the conditions below.
- 1.4 We reserve the right to change these Terms & Conditions at any time. Any such changes will take effect immediately when posted on the Website and/or the campsite office.

Making a Booking

- 2.1 At least one member of your party must be over eighteen years old; this person has the authority of all persons in the party and accepts these Terms & Conditions.
- 2.2 You agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you throughout your stay.
- 2.3 We do not allow horse boxes with horses or ladders to be present on your pitch. Or any other item that the manager deems to be not in keeping with the site. If you are unsure please contact the Site Office prior to your arrival.
- 2.4 Pitch fees are from 2pm to 11.00am on day of departure.
- 2.5 On the day of booking a £20.00 non-refundable deposit per pitch is required and the remaining balance is due 7 days prior to arrival.
- 2.6 Unit – A standard unit is a tent, trailer tent, caravan, motorhome and campervan.

Groups

- 3.1 The names of all the adults in the party need to be provided at the time of booking. Failure to provide all the names may lead to the booking being cancelled or the Site Manager refusing entry to the site.
- 3.2 The site is to be used for recreational camping only.
- 3.3 Group bookings of over five units will not be accepted.
- 3.4 A maximum of four people are permitted on each pitch, a maximum of 4 adults and 2 children per pitch.

Details

- 4.1 Pitch Extras – Awnings, Event Shelters (3m x 3m), Gazebo (3m x 3m), additional cars.
- 4.2 Pup Tents – Pup tents are free of charge and must be no larger than 2m x 1.5m. Pup tents may only be used by up to two children from 9 years to 16 years and the tent must be erected within the boundary of the accompanying unit.
- 4.3 Please note all units and pitch extras must fit within the boundary of the pitch booked. If the unit and extras exceed the pitch boundary an additional pitch must be paid for.
- 4.4 Visitors – All visitors onto the site must report to reception on arrival.
- 4.5 Unit – A standard unit is a tent, trailer tent, caravan, campervan or motor home. One unit allowed per pitch.
- 4.6 Standard Pitch - Grass pitch no electric hook-up
- 4.7 Premium Pitch – As per a standard pitch but includes electric hook-up and/or hard-standing. A premium pitch may be on grass.
- 4.8 Sign written towing vehicles are permitted on site provided campers are not trading or working from site, however you may be asked to park your vehicle away from the pitch.
- 4.9 Any damaged caused by wild animals to your belongings is not the responsibility of Long Meadow Campsite.

Arrival and Departure

- 5.1 It is important that you report to the Site Reception on arrival, before pitching.
- 5.2 Pitches must be vacated by 11.00am on the day of departure unless otherwise agreed. Departures after this time are subject to availability and a charge of £5 per pitch up to 4pm. This can be only booked on day of departure with a warden.

Management and Behaviour onsite

- 6.1 Our Site Managers are fully empowered in all aspects of Site operation and reserve the right to refuse entry.
- 6.2 Any wilful damage to the Site or any other property will result in you being asked to leave the Site. Our customers visit our Sites to enjoy the peace and tranquillity of the New Forest. If anyone does not respect this, the Site Manager reserves the right to refuse them admission or ask them to leave the site at any time. If you are asked to leave under these circumstances, no monies will be refunded.
- 6.3 To respect the enjoyment of others, we ask that noise levels are kept to a minimum. No loud music is allowed on site at any time. Quiet time is requested from 10.00pm.
- 6.4 To protect our forests, the burning of wood is strictly prohibited. Charcoal or Gas BBQs only are allowed, providing they are raised off the ground.
- 6.5 Open fires, fire pits and rope swings are also prohibited on site.
- 6.6 We are a dog friendly site, but owners must ensure all dog mess is picked up and dogs are kept on leads at all times. A maximum of two dogs per pitch are permitted on site.
- 6.7 Anyone driving a vehicle without a licence or inappropriately will be asked to leave the site.
- 6.8 The use of generators is not permitted.

Complaints and cancellations

7.1 We want you to have an enjoyable holiday. However, should you have cause to complain, please contact our Site Manager immediately who will try to resolve your complaint.

Cancellation policy

Days to Arrival Refund Amount

- 29 - 56+ days - Full refund less deposit
- 15 - 28 days - 30% of outstanding of balance
- 7 - 14 days - 20% of outstanding of balance
- 0 - 7 days - No refund

Deposits are non-refundable.

Cancellation by Longmeadow Campsite

- 9.1 In exceptional circumstances beyond our control (E.g. damage, maintenance, flood, fire etc), we may have to cancel your booking. If we do so we will tell you as soon as possible and you may either choose to receive a full refund or accept an alternative holiday with us, but you will have no further claim against us.
- 9.2 We also reserve the right to change your pitch either on arrival or during your stay.

Other Important Information

Data Protection

The information taken at the time of booking is required to be collected for the purposes of processing your reservation at Long Meadow Campsite. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to GemaPark who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

These Terms and any non-contractual obligations relating to these Terms shall be governed by and interpreted in accordance with English law. You and we both agree to the exclusive jurisdiction of the English courts. This contract shall be concluded in the English language.

Long Meadow Campsite is operated by **New Park Events Ltd.**

Most importantly we hope you have both an enjoyable and peaceful holiday and look forward to welcoming you to Longmeadow Campsite.