



## Long Meadow Campsite Terms and Conditions

### **How these terms and conditions apply to our contract:**

We consider these terms and conditions (the “Terms”) and our prices to set out the entire agreement between you and us for the supply of our services to you. Only these terms shall apply to our contract with you.

Please check that the details in these terms and conditions and your Booking Request are complete and accurate before you commit yourself to the contract.

If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we can only accept responsibility for statements and representations made in writing by our authorised employees and agents.

Please ensure that you read and understand these Terms before you submit your Booking Request. You may only request a booking if you agree to these Terms. By submitting a Booking Request by any means of communication, you are deemed to have accepted these terms. This does not affect your statutory rights as a consumer.

Long Meadow Campsite (referred to as “LMC/we/our/us”) sells camping and caravanning holidays via [www.longmeadowcampsite.com](http://www.longmeadowcampsite.com) (the “Website”), via its call centre, via email requests, via postal requests and takes bookings direct at the Long Meadow Campsite (the “Site”). Any person wishing to make a booking via any of these methods (referred to as “you/your”) acknowledges that such booking is made subject to these Terms.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the Website, in the brochure, at the Site, or otherwise brought to your attention. It is your responsibility to read the Terms each time you submit a Booking Request and any such request shall signify that you have accepted to be bound by the latest set of Terms. A copy of the latest set of Terms is available on the Website and upon request.

In addition to these Terms, there may be specific rules and regulations that apply to this Site. Please contact the relevant Site Manager in advance of your arrival if you require further details of any Site-specific rules and regulations.

### **Making a Booking:**

You can either book online, via our Contact Centre or direct with the Site. Please have details of all party members when making a booking. Please check your confirmation as Long Meadow Campsite cannot be held responsible for errors in information provided at the time of booking.

When making a booking you agree that you or at least one member of your party is eighteen (18) years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions, and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.

Under 18’s must be accompanied by their parents or legal guardians, or if with another adult, provide a letter of consent detailing the permissions given, contact details and any other relevant information, e.g. medical.

Advance bookings are subject to minimum stays. These vary by season, please refer to our website for further details.



Subject to availability, one-night bookings may be taken during any season when made directly on arrival on-site and not booked in advance.

A security bond of £50.00 per pitch for groups of three units or more may be requested upon arrival, at the Site Manager's discretion. Refusal to pay the bond may mean the booking is cancelled and money refunded less deposit. A refund in full will be processed at the end of your stay unless, in the opinion of the Site Manager, you have displayed unreasonable behaviour (this includes but is not limited to, excessive noise, wilful damage to the Site or other people's property and abuse of our staff).

For groups, 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.

The maximum stay allowed is 28 days, after which time your pitch must be vacated for 24 hours before you can return to the Site.

The Site is to be used for recreational camping only.

### **Prices:**

The prices advertised are accurate at the time of booking. Prices can move up or down and Long Meadow Campsite reserve the right to do so. Customers are advised to check the website for the most up to date information including our latest promotions, deals and discounts. Although prices may vary from time-to-time, the price payable is the price confirmed at the time of booking.

The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate.

Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time prior to payment of the final balance.

Prices do not include any additional services, features and facilities unless expressly stated.

The price you pay is per pitch. Adults (max. four) and children (up to 17 years old) (max. five) can be added to your booking up to a maximum of six people on one pitch. For parties larger than six people, multiple pitches must be booked.

Group bookings of over five units are prohibited.

Promotions, deals or discounted offers are provided at the discretion of Long Meadow Campsite. All offers are subject to availability, cannot be used in conjunction with any other offer or discount and may be withdrawn at any time. Retrospective refunds are not permitted against any offer or promotion advertised, therefore if the price of a holiday is discounted after your booking has been made, you will not be entitled to any form of refund in regards to the difference in price.

### **Pitches and Units:**

One unit is permitted per pitch.

The price of your unit is as detailed at the time of booking on our website. The prices for additional extras and services are also contained within our website.

All pitches are allocated prior to arrival. Whilst we endeavour to reserve the pitch of your choice, we do not guarantee to do so and notified pitch numbers may be changed at our discretion. It is essential to check your pitch number on arrival. Where similar pitches are booked, we will attempt to place them together,



although pitching together might not be possible if different types of pitches are booked, as they might have different locations on the Site.

### **Unit:**

A unit is a tent, trailer tent, caravan, campervan, motorhome, or RV, and one car/motorbike. You may have one awning and/or one Pup tent and/or one toilet tent included in the price. A motorhome may tow a car with an A-Frame; however, transporting the car on a trailer will deem the trailer to be a pitch extra. The main unit and all ancillary units must fit within the pitch boundary, including guy ropes.

A maximum of one windbreak per pitch is permitted and only whilst the unit is occupied, subject to the Site Manager's discretion and Site conditions. It must be open-ended, so to not create a corral.

A unit cannot exceed 9m in length or width, nor weigh more than 3500kg.

### **Pup Tent:**

One Pup tent is included in the price of a unit. It must be the maximum of a two-man tent and no larger than 2m x 1.5m. Pup tents may only be used by up to two children from 9 years to 17 years and the tent must be erected in the boundary of the pitch of the accompanying unit. A pup tent can be in addition to a payable extra as long as all ancillary units fit within the pitch boundary.

### **Chargeable Pitch Extras:**

The unit and all pitch extras must fit within the boundary of the pitch booked. If the unit and all extras exceed the pitch boundary an additional pitch must be paid for. Prices for pitch extras are set out in our website. Pitch extras can be paid for at the time of booking or on site, but we cannot guarantee that there will be space. Site managers reserve the right to ask you to remove any windbreaks or gazebos. Individual Site rules may apply.

The following extras are chargeable and must be pre-booked:

- Awning – One per pitch, must be attached and not exceed the pitch boundaries.
- Trailer – Excluding A-frames. Cannot exceed the pitch boundaries.
- Additional vehicle – A maximum of two vehicles are allowed per pitch. The first one is free, the second will be charged.
- Gazebo or Storage/Communal Tent – One gazebo or a storage/communal tent is permitted as a chargeable extra and can be up to 3m x 3m. All gazebos and storage/communal tents are subject to Site manager approval regardless of whether they are pre-booked.

### **Standard Pitch:**

Pitch size: 9m x 9m

An undefined grass pitch or a hardstanding pitch. The main unit and all ancillary units must fit within the pitch boundary, including guy ropes.

### **Standard pitch with electric hook up:**

Pitch size: 9m x 9m

A grass or hardstanding pitch with electric hook-up. An electric pitch may be on grass or hard standing. The main unit and all ancillary units must fit within the pitch boundary, including guy ropes.

### **Glamping:**

Glamping units must be left in a clean and tidy condition when departed. All items provided must remain within the unit and any damages or losses reported to reception as soon as possible. Crockery and cutlery are to be cleaned by the customer, using the resources provided. Occupancy is dependent on the unit size and is advised upon booking.

**Visitors:**

Visitors are welcome on Site, but we ask that there are no more than 2 adult visitors (and any associated children) per pitch at any one time. Any visitors will need to depart by 10pm. We ask that visitors remain respectful of other campers whilst on Site and that large groups don't gather. Visitors are bound to the general Site Terms and conditions and are under the responsibility of the pitch holder(s). A day visitor charge of £5.00 per car will apply on arrival at the Site.

**Vehicle Conversions:**

Sleeping in cars, vans, or other converted vehicles is not permitted unless the vehicle has sufficient ventilation and specially designed internal sleeping accommodation, such as a bed, mattress, or fully reclining seats. If the sleeping compartment does not have windows, there must not be a bulkhead present, to allow access through the front of the vehicle in the event of an emergency. Any windows in such units should have adequate curtains or blinds to ensure privacy. If you are in any doubt whether your vehicle will be allowed on our Site, please contact us with photos of your conversion for approval via email to the Campsite directly.

A tent attachment for clothes changing purposes must be erected whenever a car/van is being used for sleeping purposes and there is insufficient space for this purpose.

Although we may approve a vehicle to stay on our Campsite, we are not confirming the safety of the vehicle, nor hold any responsibility for the safety of the occupants. Certificates of gas safety or insurance may be requested where deemed necessary by Site staff.

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. We do not allow horse boxes or ladders to be present on your pitch.

**Payment:**

Payment for bookings must be made by Credit or Debit Card. Unfortunately, we cannot accept payment by cheque or cash in advance or on-site.

A non-refundable deposit of 25% of the total price or £20.00, whichever is higher, is due at the time of booking with the remainder due 14 days before arrival. If the total price is less than £20.00, the full amount must be paid.

Bookings not fully paid by the due date may be cancelled by LMC, with all monies retained. It is your responsibility to make payment using the link or phone numbers provided.

The Site accepts Credit, Debit and Travel Cards (with the exception of American Express cards). Long Meadow Campsite does not accept cash.

**Services, Features and Facilities:**

Details of Site services, features and facilities will be prominently displayed in and around the reception area of the Site. Features, facilities or services referred to in the Brochure, Site Leaflet or on the Website are subject to availability and may be supplied by third parties. You use these services, features and facilities at your own risk and Long Meadow Campsite shall have no responsibility for loss, damage or injury in relation to any services, features or facilities provided or supplied by third parties.

Information about features, facilities and services at your holiday Site, is, to the best of our knowledge and belief, accurate at the time of publication of the brochure and Website, however Long Meadow Campsite cannot guarantee that these services, features and facilities will be available during your holiday.



All information on the website regarding prices is accurate as at the time of publication, but may be subject to change.

We reserve the right to open and close sections of the Campsites, to aid in preservation, rotation, and demand. If there is a particular area you would like to pitch on, it is recommended contacting the campsite prior to arrival to check availability.

### **Cancellation and changes to your booking:**

#### *Our Rights to Cancel*

We may exercise our discretion and cancel the contract for any Services and products at any time with immediate effect, including if you are in breach of the Site policies.

If you cancel your holiday at any point after booking, you will lose your deposit already paid.

### **Days to Arrival Refund Amount**

15+ days – Amount paid, less deposit

0-14 days – No refund

If you leave Site early for any reason, Long Meadow Campsite will not issue any refund for unused camping nights.

Chargeable pitch extras are fully refundable prior to 14 days of arrival, and non-refundable thereafter.

If you wish to amend your booking, you must notify Long Meadow Campsite as soon as possible. Subject to availability, amendments to your booking can be made up to seven days before your arrival at the Site, unless the amendment increases the total cost of the booking and the dates remain. One amendment to each booking can be made free of charge and a non-refundable £10.00 administration fee per amendment will be applied thereafter. Amendments are subject to availability and date changes must be within the same season.

Bookings may be transferred to another person or party, but this can only be amended by the lead booker with the new details to hand. This will incur the administration fee of £10.00. All location and date details must remain.

Unfortunately, in some circumstances Long Meadow Campsite may have to cancel your booking. In these circumstances we will offer you a full refund of any pitch fees paid or the option of an alternative pitch/site of a comparable standard for the same price as your original booking. Alternatively you can change to a different pitch/site of your choice with you paying any additional cost or receiving a refund in respect of a price difference. No other compensation is available.

### **Arrival and Departure:**

It is important that you report to the Site Reception on arrival.

Arrival times on-site are between 1pm and 8pm in Summer or dusk in Winter.

If you are likely to arrive after these times, please ensure you inform the Site Team. If we are not notified, your pitch will be held until 12pm the day after your arrival, after which it will be put up for re-sale and your booking treated as a cancellation with your monies retained by LMC.

Pitches must be vacated by 11.00am on the day of departure unless otherwise agreed with the Site Team. Late departures must be agreed by the Site Team and subject to availability and a charge of £5.00 per pitch. Pitches can only be extended until 5pm.



You can make bookings on our website until 5pm, or by phone or in person until 8pm during the summer or until dusk in the winter, on the day of arrival, depending on availability.

### **Gate Times**

For safety and security, we lock the gates on all Sites overnight. The gates are open from 7:30am until 10pm.

If access is required due to blue-light emergencies, the Campsite wardens are to be contacted using the out-of-hours procedure. Emails, voicemails are not monitored overnight.

### **Management and Behaviour on-site:**

Our Site Managers and their teams are fully empowered in all aspects of Site operation and management. Long Meadow Campsite fully supports its Site Managers and teams in dealing with matters of policy at their sole discretion when the need arises. In placing a Booking Request you agree that you and your party will at all times comply with the requests of the Site Managers and their teams.

Please respect the staff, other campers, the Site and the wildlife. Any issues should be brought to the attention of the Site Manager as soon as possible, in order to be resolved.

As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the Site.

Any wilful damage to the Site or any other Long Meadow Campsite property will result in you being asked to immediately leave the Site. Our customers visit our Site to enjoy the peace and tranquillity of the Forest. To respect the enjoyment of others, we ask that noise levels are kept to a respectable level throughout your stay. No loud music is allowed on Site. No driving allowed on Site after 10pm and no unnecessary idling or revving of engines. Children or unlicensed drivers must not be behind the steering wheel of a moving vehicle at any time. If anyone does not respect this, the Site Manager and their team reserve the right to refuse them admission or ask them to leave the Site at any time. If you are asked to leave under any of these circumstances, no monies will be refunded.

The Site Manager reserves the discretion to ask any customer for a security bond of £50.00 per pitch, regardless of party size. A refund in full will be processed at the end of your stay unless, in the opinion of the Site Manager, you have displayed unreasonable behaviour (this includes but is not limited to, excessive noise, wilful damage to the Site or other people's property and abuse of our staff).

### **Damage to Company Property:**

Any damage caused by individuals to company property, purposefully or accidentally may be invoiced to the person(s) or lead booker(s) for repair or replacement.

### **Forest Preservation:**

No structures can be tied or secured to trees or vegetation, this includes washing lines, football nets, hammocks, and rope swings. Any structures that are or are judged to be causing damage to the Site will be taken down or removed. The Site team reserve the right to do so without prior consent and wholly at the Site teams' discretion. No fireworks or flying drones. No building dens - please leave wood on the ground, it's part of the natural ecosystem of this unique landscape.

### **Fires and Barbeques:**

To protect our forests, the burning of wood is strictly prohibited. This means no open fires, no campfires, and no fire pits of any kind.





Charcoal and gas barbeques are allowed on our campsites for cooking purposes only, providing they are raised off the ground and not used inside enclosed spaces. Barbeques must be extinguished by 9pm. please note, disposable barbeques are prohibited on the site.

The Site is managed and patrolled, and has fire measures and equipment in place, to minimise fire risks. Long Meadow Campsite reserves the right to ban barbeques on the Site when the New Forest is deemed to have a high fire risk.

Please note, whilst barbeques are permitted on our campsite, they are not permitted anywhere else in the New Forest Crown Lands.

Fire extinguishers are placed in strategic locations around the Site for your safety. These are available for use by staff and campers in the event of an emergency, but only if trained and safe to do so. Please advise us if you do use an extinguisher so we can ensure they are refilled. Use of extinguishers without legitimate reason may result in being asked to leave the Site and an invoice raised for refilling costs.

### **Generators:**

Generators are permitted on our Sites, but if fuel-driven, must only be charging between times of 10am-12pm and 4pm-6pm and be silent-running (no louder than 85db at 1m). If spare fuel is required, it must be held in a single jerry can and secure within a unit/vehicle on Site. Generators are to be charged outside, with exhausts pointing away from visitors. Staff reserve the right to ask for generators not to be used at any point.

### **Electrical Connections:**

Leisure batteries are permitted on our Sites. There may be charging facilities available, but LMC hold no responsibility for loss or damage whilst in our care.

Electric hook-up (EHU) is available on certain Sites, pre-booked depending on pitch type. These provide a 230V 16A supply, so excessive use may trip the system or reduce the power. We test the EHU points on a regular basis, but you are responsible for the safety of your hook-up extension lead and your unit's electrical installation. If we feel that any electrical equipment does not conform to safety standards or is connected to the supply in an unsafe manner, we will disconnect the camping unit. You must use a purpose-built lead with weather-proof connections and a recommended length of 25m, fully uncoiled during use. Splitters are not permitted under any circumstances.

If camping in a tent, a mobile mains power unit must be used. This is to contain a Residual Current Device (RCD) and Miniature Circuit Breaker (MCB) to protect from overload and unsafe connections.

### **Water Courses:**

There are various water courses around the Campsite. We do not provide supervision for people in or around these areas, but do provide warning signs and safety equipment where deemed necessary. This may include prohibition of access due to potential water depth, disease, and dangerous conditions.

### **Dogs:**

Dogs are welcome on our Site. Dogs must be kept on leads and any fouling must be collected and disposed of properly. For the safety of all visitors and staff, dogs listed under the Dangerous Dogs Act 1991 are not permitted on our campsites in any circumstance. A maximum of two dogs per pitch are permitted on-Site. Corrals/pens/cages/fences of any type are not permitted. Dogs should not be left unattended on the Site at any time, including within the unit. If there is an incident on-Site involving your dog, including aggression, or excessive barking or noise, you may be asked to leave the Site immediately.



### Forest Animals:

We work closely with Forestry England, the New Forest National Park Authority, and the New Forest Commoners. There are strict rules that PROHIBIT FEEDING any wild animals and grazing livestock. Ponies and donkeys will sometimes come close to you. Please DO NOT PET THEM, as they can become a nuisance or even be aggressive. Contact the Site Team if you experience problems with any of the animals.

### The New Forest Code:

We kindly ask all our visitors to abide by The New Forest Code set out by the New Forest National Park Authority:

- Keep your distance from the animals – don't feed or touch them
- Take home litter and dog waste
- No wood fires or disposable barbeques
- Gas and charcoal barbeques **can be used on our campsites** providing they are raised off the ground. All barbeques are prohibited in the open Forest.
- Keep dogs under control. Don't let dogs approach or chase any animals
- Park only in car parks
- No wild camping
- Stick to the permitted cycle tracks
- Drive with care – animals on the road!
- Help wildlife by keeping to the main tracks.

More details on their website: <https://www.newforestnpa.gov.uk/visiting/help-care-for-the-forest/new-forest-code/>

This code is to help both us and our visitors to help preserve the New Forest's animals, plants and natural beauty.

Of particular importance to us is 'No wood fires and disposable barbeques'. We operate a zero-tolerance policy towards disposable barbeques on our Site due to the wildfire risk they pose.

### Complaints:

At Long Meadow Campsite, we strive to give customers the highest standard of service. Very occasionally things might not go to plan, and we may not live up to your expectations.

If you are unhappy with anything at all we ask you to bring it to our attention straight away by contacting the Site Manager. They will make every effort to resolve the issue.

If you remain dissatisfied, we will refer your complaint to our Customer Care Team, or you may contact them directly:

Customer Care Team  
Camping New Forest  
New Park  
Brockenhurst  
SO42 7QH

Online: [Feedback and Resolution Form](#)

1. Formal complaints can be made by the Lead Customer by sending a letter to the Customer Care Team or by completing the online form, detailed above. Please ensure you provide the following details, or we won't be able to process your complaint:
  - Booking name & reference number, phone number and email address.

Long Meadow Campsite, New Park, Brockenhurst, Hampshire, SO42 7QH

WEB: [www.longmeadowcampsite.com](http://www.longmeadowcampsite.com) TEL: 01590 622489 EMAIL: [info@longmeadowcampsite.com](mailto:info@longmeadowcampsite.com)





- Full details of the problem, and how and when it occurred.
  - How it has affected you.
  - What you consider should be done to put things right.
2. We will acknowledge your complaint within two business days of receipt.
  3. We aim to fully investigate your complaint within ten working days, and in a fair and transparent manner.
  4. We will provide you with a response that outlines our findings and any actions that we consider appropriate. Wherever possible, we will resolve the matter to your satisfaction.
  5. If escalation is required due to dissatisfaction with our initial response, we will refer your complaint to the relevant person. The complaint will be investigated further, and a definitive response given within ten working days. Although, escalation may not alter the original outcome, we are committed to addressing your concerns thoroughly.
  6. Further escalation is only permitted in exceptional circumstances, which can be advised upon request.

We ask you to note that if you do not give us the opportunity to resolve the problem by reporting it on-Site, we may not be able to deal with any complaint on your return and your rights to claim may be reduced or forfeited.

#### **Data protection:**

The information taken at the time of booking is required to be collected for the purposes of processing your reservation with Long Meadow Campsite, which is processed through our booking service, GemaPark. 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 will not sell your data or pass it on to third parties. You may receive an email from us or a selected agent, inviting you to complete a questionnaire and review regarding your stay.

#### **Liability:**

Please read this section as it is important that you understand what you are agreeing to.

Nothing in this section limits or attempts to limit our liability for:

- Death or personal injury caused by our negligence; or
- Fraud or fraudulent misrepresentation; or
- Any breach of the obligations implied by Section 2 of the Supply of Goods and Services Act 1982; or
- Losses for which it is prohibited in Section 7 of the Consumer Protection Act 1987 to limit liability; or
- Any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

Subject to the matters detailed above, if we fail to comply with these Terms, we shall not be responsible for any losses that you suffer as a result, except for those losses which we could reasonably foresee would result from our failure to comply with these Terms.

In addition to the above, we shall not be responsible for any:

- Loss or damage to property
- Loss of income or revenue
- Loss of business
- Loss of anticipated savings
- Loss of data

Our maximum liability shall be no more than to refund the amount paid by you for the holiday.



As our Site is located in the forest environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

Long Meadow Campsite do not accept responsibility for anything that adversely affects your holiday that is outside of our control. These circumstances are known as 'Force Majeure' events and are circumstances that Long Meadow Campsite could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, a pandemic, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Long Meadow Campsite will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to do so and shall not be liable to you for any losses caused by a Force Majeure event.

Reference to any products, services or other information belonging to third parties does not imply or constitute an endorsement, sponsorship or recommendation by Long Meadow Campsite. Links to other services not operated by Long Meadow Campsite are provided solely for your convenience. Long Meadow Campsite accepts no liability for any products services or other information provided by third parties.

#### **Other Important Information:**

Any photographs, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogue, or brochures or on our website, are issued or published solely to provide you with an approximate idea of our Site and services. They do not form part of the contract between you and us.

If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the Term will, to that extent only, be severed from the remaining Terms, which will continue to be valid to the fullest extent permitted by law.

If we fail at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. Any waiver of a default by us does not mean that we will automatically waive any subsequent waive by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.

You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms.

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.

If you wish to contact Long Meadow Campsite, please use the following address: Camping in the New Forest, New Park, Brockenhurst, Hampshire SO42 7QH.

*Terms and Conditions - Amended February 2024*