

	Bookings are made online through our website dreamyhollowcamping.co.uk
Payment Terms	Fees are payable at time of booking. Our general terms are full payment at time of booking with no refund. Campers are advised to take out holiday insurance to cover. Payment for extra persons, nights, firewood or charcoal can be made on site or ordered in advance online. Pitch's are let between 12noon and 12noon. Arrivals are between 1200hrs and 1700hrs. Upon booking the camp leader accepts personal liability for surcharges for late departure and refuse misuse which will be invoiced as required.
	Terms and Conditions of Use
1 Breaches will lead to immediate eviction.	Any breach of the terms and conditions by any member of a camping party may lead to immediate eviction from site and penalty charges being levied on the bank or credit card used to make the booking. The person making the booking is responsible for relating all T&C's to members of their party and liable for any damages or penalty charges incurred by any member of their party including children.
2 Responsibilities towards other campers enjoyment.	Be Nice - everyone has bad days but try not to let them spoil other campers enjoyment. Use that four letter word LOVE as much as you like but no others. Consider other campers, and if the children are restless arrange supervised games or enjoy the nearby beaches. Do Not let children play in toilets, showers or on other peoples pitches.
3 Responsible drinking no illegal substances	Be Sober - enjoy alcohol in moderation and remember the only legal stimulant on our site is a cup of strong coffee.
4 No Amplified Music	Be Cool - relax, if you play an instrument, ask fellow campers if they mind. If they like the sound of you they may ask for camp fire sonata's. Everyone will thank you for leaving the Ghetto Blaster at home.
5 Your Responsibility for the Health and Safety of yourself and others	Be Safe - Strictly No Fires....but you can BBQ in the special pits provided, and adults can enjoy open fires in the fire pit. Please do not move BBQ stands they are placed over sand pits to prevent ground fires. Children are not allowed near the fire pit/baskets unless accompanied by a responsible adult. Please do not bring axes, knives and machetes on site . Know the law on knives. Our site has some steep inclines please take a torch when walking at night. Make sure you know that your children are playing safely and don't let them be tempted to dig into the sides of the sandbanks.
6 Theft, Damages and Restricted Areas	Be Good - we would like this place to bring enjoyment to people for years to come and need an income to make that possible. Please don't leave the site without paying any extra balances due. Accidents do happen to our equipment, please be good and own up to it. Unfortunately due to damages to the WW1 trenches last season they are a restricted area with no access except for tours organised and supervised by the company. Any unauthorised entry will result in those concerned being asked to leave the site. We always like to agree a damages payment rather than impose one. Please don't steal wood from us it pays our wages. Use only bought seasoned wood. Bonfires quickly fill our site with smoke and make it unpleasant and unhealthy for other campers.
7 Overstays and Evictions	Please don't inconvenience other campers by staying beyond 1200hrs on the day of departure . A minimum charge of at least one extra night will be made for any departures after 1200hrs. In the event of an overstay or an eviction you accept in these contractual terms and conditions that company agents will remove your camping equipment from the pitch with reasonable care but will not be liable for any loss or damage incurred in so doing. You may also have a liability to other campers for disruption to the start of their holiday.
8 Truthful Declarations	It is your responsibility to ensure that all campers in your party are booked in and day visitors declared and for all party members to display any admission ID issued. A standard £200 charge is applied per person per occasion for every unauthorised admission for which the camp leader is liable. The declaration of any child's age is to be AT TIME of STAY (not of booking). Any equipment hired is your responsibility until it is handed back to the company in the condition it was hired to you.
9 Full Site Bookings	We do not accept booking for social events such as birthday parties or hen nights through our online system. If these are booked and later discovered they will be cancelled by us. If you are holding a social event likely to disturb others please contact us for GROUP and FULL CAMPSITE booking rates and terms and conditions.
10 Off Grid Semi Wild Camping	We offer semi wild (wild camping with flushing loos) camping as a unique site. Please be aware before booking that this might not meet every campers needs. Please note our campsites are off grid. There is no electricity. The site is low light pollution so it's vital to use torches at night and not to drive further than the car park after dark. Late arrivals advised to park and find their pitch on foot. Barrows are available to help move your equipment. There is no provision for mobile phone charging and mobile phone signals are weak. If you have any questions please do not hesitate to text us on 07564 226780
11 Storms and adverse weather policy	Due to risks of woodland camping an adverse weather policy is in place. It is activated based upon met office warnings. Campers advised to take out holiday insurance to cover cancellation due to weather. In the event of an amber met office warning Campers will be advised to leave. In the event of a red met office warning campers must leave the site. Campers will be advised by Met office fire risk index to determine if fires and BBQ's are allowed.
12 Heatwaves and Fire Risk	Campfires are only allowed within our strict fire rules under normal weather conditions. During extreme weather such as heatwaves these will be banned at FSI level 5.
13 Cancellation	We advise all customers to insure their holidays. All cancellations must be by email to the office, your holiday is not cancelled until you receive a confirmation email from us. Where less than 14 days notice is given no refund of accommodation fees will be made. Where 14 days or more notice is given 50% of accommodation fees will be refunded. Where 28 days notice or more is given 100% of accommodation fees will be refunded. All consumable items ordered but unused will be refunded. All unused items must be handed to the warden on departure. Campers may opt to move their booking. Booking moves are at our discretion, bookings can only be moved once, and may attract a fee if bookings are moved to a period of higher demand. eg moving to a BHol weekend.
Contacting Us	Due to weak phone signals please text 07564226780 with any queries or email office@dreamyhollowcamping.co.uk. We will get back to you as soon as possible.