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|                                                                               | <b>Bookings are made online through our website <a href="http://dreamyhollowcamping.co.uk">dreamyhollowcamping.co.uk</a></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Payment Terms</b>                                                          | <b>All Fees are payable at the time of booking. Please see section 13 for our refund policy. Campers are advised to take out holiday insurance to cover when a refund may not be provided. Payment for extra persons, nights, firewood or charcoal can be made on site or ordered in advance online. Arrivals are between 1300hrs and 1700hrs (1700hrs - 1900hrs for late arrivals). Upon booking the camp leader accepts all the terms and conditions. They also accept personal liability for surcharges for late departure and refuse misuse, which will be invoiced as required.</b>                                                                                                                                                                                                                                                                    |
|                                                                               | <b>Terms and Conditions of Use</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>1 Breaches will lead to immediate eviction.</b>                            | A serious breach of the terms and conditions by any member of a camping party may lead to immediate eviction from site. The person making the booking is responsible for relaying 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>2 Responsible drinking no illegal substances</b>                           | <b>Enjoy</b> - Alcohol in moderation and remember the only legal stimulant on our site is a cup of strong coffee!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>3 No Amplified Music</b>                                                   | <b>Relax</b> - We're a amplified music free site. Please refrain from playing amplified music so other campers holidays aren't disturbed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>4 Your Responsibility for the Health and Safety of yourself and others</b> | <p><b>Be Safe</b> - Strictly NO fires. You can have a fire in the fire baskets provided with wood purchased on site. You can also BBQ in/on the designated area for the fire basket. Please DO NOT move the fire baskets. They are placed on sand to avoid fires. <b>Always</b> accompany children around camp fires.</p> <p>Please <b>DO NOT</b> bring knives, axes and machetes onto the site. Our site is a safe space for families to holiday. If any of our staff discover these items you will be asked to leave the site <b>immediately</b>.</p> <p><b>Please</b> supervise children at all times. It is NOT safe to climb trees or dig in the sand banks.</p>                                                                                                                                                                                       |
| <b>5 Adding extras including Day Visitors to your booking</b>                 | <p>You can add extra people/consumables to your booking if you have an account, or contact us and we can add them to your booking for you.</p> <p>The first four Day Visitors are free, however they still MUST be added to your booking, or if already on site the Warden MUST be made aware. Any further visitors are charged for. We need to know how many people are on site for Fire Safety.</p> <p>The company has a strict “<b>Zero Tolerance</b>” Policy towards unauthorised visitors. <b>Unauthorised Visitors</b> are any visitors which haven't been added to your booking by either yourself or the Warden.</p>                                                                                                                                                                                                                                |
| <b>6 Overstays and Evictions</b>                                              | Please <b>don't inconvenience other campers by staying beyond 1200hrs on the day of departure</b> . A minimum charge of at least one extra night will be made for any departures after 1200hrs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>7 Damage of Dreamy Hollow Property</b>                                     | Accidents do happen to our property occasionally. Please be honest and own up to it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>8 Full Site Bookings</b>                                                   | <p><b>We do not accept booking for social events such as birthday parties or hen nights through our online system.</b> If these are booked and later discovered they will be cancelled by us.</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>9 Off Grid Semi Wild Camping</b>                                           | <p>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.</p> <p>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.</p> <p>If you have any questions please do not hesitate to text us on 07564 226780.</p> <p><b>PLEASE NOTE</b> - Whilst we offer semi wild camping, this can not always be guaranteed due to factors outside of our control. These include local music events causing disturbance.</p> |
| <b>10 Storms and adverse weather policy</b>                                   | <b>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.</b>                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>11 Heatwaves and Fire Risk</b>                                             | <b>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.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>12 Cancellation</b>                                                        | <b>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.</b>                                                               |
| <b>Contacting Us</b>                                                          | <b>Due to weak phone signals please text 07564226780 with any queries or email <a href="mailto:office@dreamyhollowcamping.co.uk">office@dreamyhollowcamping.co.uk</a>. We will get back to you as soon as possible.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |