

## **Greenacres Campsite - Terms and Conditions**

- Booking is not compulsory but advised during busy periods to guarantee a pitch.
- £25 or 25% of the total holiday to be paid on booking, whichever is greater. Balance due 3 weeks before arrival.
- Pitch available from 1pm and must be vacated by 11 am unless early arrival or departure is arranged.
- We live on site but respectfully request that queries etc. are kept within the hours of 9am to 1pm and 2pm to 5pm wherever possible.
- All campers to book in on arrival.
- Group bookings by arrangement – please call to discuss.
- All campers are required to be courteous and considerate to staff and fellow campers.
- Noise to be kept to a reasonable level at all times with quiet between 10.00PM and 8AM.
- Children must be supervised, and ball games kept to designated areas (which are visible from most pitches).
- Speed limit of 5mph on site
- All pets are the responsibility of the owner and must be on a lead and under the control of their owner at all times. Adequate walking is available in surrounding woodlands. Animal waste must be bagged and binned. Animals are not allowed in the facility buildings.
- Guests must not damage the trees, shrubs, fences, buildings, fixtures, fittings or other property. We ask that guests do not pick flowers on site.
- BBQs are not allowed on the grass/ground but we will provide bricks to place them on upon request. Care must be taken to site them a safe distance from any camping unit and to ensure they are disposed of when finished with.
- Guests must not commit any criminal offence at the campsite and must not undertake any criminal activity.
- Unruly or antisocial behaviour is not acceptable and may lead to you being asked to vacate the site.
- Please consider your fellow campers – we want everyone to enjoy their stay!

We do our best to ensure all guests have an enjoyable stay and the rules are in place to try and facilitate this. We reserve the right to ask anyone adversely affecting the stay of other guests or causing damage of any kind, to leave the site. We do not accept liability of any description for any person or property on the site. It is your responsibility to look after your possessions, people and children throughout your stay. We cannot be held liable for any person visiting or for any injury or losses, nor any damage to any property including motor vehicles and personal effects.

## **Data Protection**

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. 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 CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.