



Terms & Conditions

Booking Procedure

Availability may be checked on the website, by emailing camping@oldbidlakefarm.co.uk or by phoning us on 01308 538080.

Once a provisional booking has been agreed it must be confirmed within seven days, by payment of a non-refundable 25% deposit. Payment should be made by cheque to 'Old Bidlake Farm' or by Bank Transfer. Bank or Paypal.

Please note that if confirmation and payment are not received within seven days the provisional booking will be cancelled. The balance of the full payment must be made six weeks prior to the holiday start date. If booking is made within six weeks of the start date full payment must be made at time of booking.

Cancellation

If you need to cancel your holiday please inform us in writing as soon as possible. We will try to re-let your booking and if successful will refund you all monies paid by that date, less the non-refundable deposit. If we are unsuccessful in re-letting your holiday we will be unable to make any refund.

We strongly advise visitors to take out full holiday insurance to cover cancellations, public liability, personal belongings, loss etc.

In the event that we need to cancel your holiday due to unforeseeable circumstances, such as, but not limited to, extreme weather conditions or ill health, we shall inform you as soon as possible and refund all money paid to us, by you, within 14 days. Old Bidlake Farm reserve the right to close the Campsite in the unlikely event that unforeseen circumstances make, in our opinion, camping unviable. In these circumstances guests will be refunded proportionately for any period of their holiday untaken. Old Bidlake Farm cannot accept liability or responsibility for any loss, including consequential loss caused by cancellation on our part.

Arrival and Departure

Please arrive after 4.00pm and depart by 10.30am. If you anticipate arriving after 8.00pm it would be helpful if you could advise us of this in advance.

Campsite Rules

We believe that when you are on your holiday you should be as free as possible from rules and regulations. However, we would ask all holidaymakers to show a general respect to one another, us, the campsite and environment and to comply with the following guidelines:

Please arrive after 4.00pm and depart by 10.30am.

You may drive your car onto the camping field at the beginning and end of your holiday in order to unload and pack your belongings. Your car should be parked in the allocated parking space, on the grass adjacent to the barn & potting shed at all other times.

The tents, camp kitchen, shower rooms and potting shed are no smoking areas.

As a peaceful site, noise should be kept to a minimum after 10.00pm.

Please leave the tent as you have found it and let us know about any damages.

Please do not go into the barn or other non-campsite areas of the smallholding.

Never allow young children to wander around the smallholding unsupervised and please be aware that as a farm and natural environment there are many hazards which require appropriate caution.

Please be aware of the potential danger of fire, particularly when you are cooking on the Rocket Stove.

Rocket Stoves must only be used outside the tent, a safe distance from the tent itself and from the long grass/hay of the main field, on top of the paving stone provided. Use the stove according to the instructions provided. Under no circumstances may the stove be taken into the tent.

Campfires other than those lit in the Rocket Stoves or the communal fire pit are not permitted unless at the express permission of the campsite owners.

Please do not be tempted to bring any tent/camping heaters, tea lights or candles, as for your own safety these are strictly forbidden within the tents.

There are children's bicycles, toys and games which you are free to borrow but please take care when using them and note that you do so at your own risk. Please restrict the use of the bicycles to the camping field. We do not have bicycle helmets so recommend you bring them with you.

NO BUBBLES PLEASE! As bizarre as this rule may sound, the bubble mixture can destroy the waterproof property of the canvas tents!

We reserve the right to ask guests who knowingly disregard campsite rules or behave in a manner which causes nuisance and distress to leave Old Bidlake Farm immediately and without refund.

Your Safety

Old Bidlake Farm offers you the chance to camp in the countryside but the freedom of this environment brings with it natural hazards, such as the ditch surrounding the field, insects,

farming machinery, wildlife, poisonous plants and limited lighting at night, so we would ask you to show necessary caution. In particular the safety of your children is your responsibility at all times. We can accept no liability for any loss, damage, accidents or personal injuries arising from your stay at Old Bidlake Farm, including adverse weather conditions and other events beyond our control.

Complaints

We will do all we can to make your stay a happy experience but in the event of any problems please let us know as soon as possible so that we may try to resolve them.