



Terms & Conditions

Booking Procedure

Up to date availability may be checked on the website booking calendar and all booking requests should be made using the website booking request forms. Group bookings are normally restricted to a maximum of four pitches and must be made for an entire section of the site ie the Orchard or the Meadow Field. If group numbers allow an additional pitch may be added to this camping area (eg a group of five pitches on the Meadow) Bookings for three pitches are not accommodated as whilst it is unintentional they result in an imbalance of guests within a camping area. For the 2022 season Exclusive Hire Bookings will not be available.

Once a provisional booking has been agreed it must be confirmed within three days, by full payment. An invoice will be sent by email and payment should be made by Bank Transfer or Paypal. Please note that if confirmation and payment are not received within three days the provisional booking will be cancelled.

Cancellation

If you need to cancel your holiday please inform us in writing as soon as possible. If you cancel your holiday within 30 days of your arrival date you will not be entitled to a refund. We will try to re-let your booking and if successful will refund you 75% of the total holiday cost. If we are unsuccessful in re-letting your holiday we will be unable to make any refund. If you cancel your stay prior to 30 days of your arrival date you will be entitled to a 75% refund of the total holiday cost.

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 circumstance 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.

Cancellation due to Covid

If you need to cancel within 30 days of your stay due to Covid 19, a refund will only be given on provision of documented proof and if required by regulations at the time of your stay. If possible you will be offered an alternative date to stay, but this cannot be guaranteed.

Arrival and Departure

Please arrive after 2.00pm and depart by 11.00am. If you anticipate arriving after 8.00pm it would be helpful if you could advise us of this in advance. **NB For Bell Tent hire bookings please liase with Devon Belles regarding your arrival and departure times.**

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 2.00pm and depart by 11.00am.
- You may drive your car onto the camping areas at the beginning and end of your holiday in order to pitch/take down your tent, unload/pack your belongings. Your car should be parked in the allocated parking area at all other times. We cannot take responsibility for any damage or loss to your vehicle or contents.
- Please be aware when you are driving that there may be children playing in all areas of the campsite, and for this reason we operate a strict 10 mph speed limit.
- There is a covered area where bicycles can be parked.
- 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. Amplified music is not allowed at any time but acoustic instruments (especially around the campfire) are welcomed.
- Please leave the pitch and communal areas as you have found them and let us know about any damages.
- Please do not enter the main 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 your 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 your 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 ensure fires are fully extinguished at end of use, particularly before you retire to sleep.
- For safety reasons disposable BBQs are strictly forbidden.
- There are children's 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.
- We are unable to accommodate dogs and cannot make any exceptions to this rule.
- Regretfully we may be unable to allow any family members or friends to visit you on site in 2022 should Covid restrictions require.

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, uneven ground, 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.

Data Protection

We aim to comply fully with the letter and spirit of the GDPR. To that end, Old Bidlake Farm will only use your personal contact details in order to complete the booking process and will only inform you of updates and offers relating to the campsite if you have asked us to. Your personal details will not be used for any other purpose and will never be passed or sold on to any other third party by us for any other purpose.

We make use of several external services to advertise and they may allow you to send us an email in order to enquire about booking. There are too many services like this to list here – you will need to contact the website you used directly to find out more about their data policies. If you have any questions about the data we hold on you, please get in touch with us, and we will be happy to help.

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