

# Terms and Conditions

## Overview

**Our aim is to provide all our guests with a safe, peaceful and enjoyable holiday.** We therefore ask that you read the following terms and conditions carefully to ensure that your stay with us will meet your needs and expectations.

Any persons in breach of these 'Terms and Conditions' or who behave in such a manner to cause offence to other guests and staff members may be asked to vacate the Park together with all members of their party .

No refund of fees paid and we will not be liable for any extra costs incurred by you.

**The Park owners reserve the right to change or modify these rules at any time without giving prior notice.**

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## 1. Bookings

**We cater for families and couples only.**

There is a maximum of six people per pitch (including infants). All extras including joining party members (not to exceed maximum pitch occupancy as stated above), must be paid for before arrival. Extras will be permitted at or after the time of check-in at the discretion of the wardens. Extras are considered part of the booking and therefore we regret that no refunds will be given.

**We reserve the right to refuse any booking – our decision is final.**

**Bookings can be made in the following ways:**

- Using our secure online booking system (Camp Manager)
- By telephone on +44 (0) 1865 300239 using a debit/credit card.

The person making the booking must be a staying member on the pitch for the duration of the holiday and be over 18 years of age (at the time of booking) and must undertake responsibility for all members on the booking.

**No third-party bookings will be accepted.**

You can book to arrive on any day for up to 28 nights.

## 2. Contract

**By making a booking you are entering into a contract with Lincoln Farm Park Partnership, High Street, Standlake, Witney, OX29 7RH.**

A contract exists as soon as we have issued our confirmation form.

**The contract is strictly non-transferable.**

**The terms contained in this contract do not affect your statutory rights.**

Once the booking has been made a confirmation email will be automatically sent to you, please check your confirmation email and notify us within 24 hours if any information is incorrect.

## 3. The price of the Holiday

**The prices listed include VAT.** Once you have made your booking and paid the nonrefundable deposit – 25% of the full balance or £25 deposit per week (whichever is the greater) of your stay, the remaining balance must be paid at least 28 days before the start of the holiday.

Email reminders will be sent out to you.

Only one discount or special offer can be applied per booking. Once you have made a booking, any offers that may subsequently become available cannot be applied to an existing booking. **No refunds can be given if you choose to depart prior to the end of your booked stay.**

## 4. Cancellation

You may cancel your holiday and the cancellation will be effective on the date it is received by us in writing or via email.

**However please note:**

The deposit paid at the time of booking (see section 3 above) is non-refundable in all circumstances.

The full cost of your stay becomes non-refundable 14 days prior to the start of your holiday.

Where full payment has been made at time of booking the above will also apply.

**HOLIDAY CANCELLATION INSURANCE IS THE RESPONSIBILITY OF THE CUSTOMER.**

In the unlikely event that we are unable to provide you with your booked holiday and need to cancel your booking before the holiday is due to start, you are entitled to a full refund.

**We cannot be held responsible for any other costs that you may incur because of this.**

## 5. Pitch requests

**Requests for specific pitches are subject to availability.**

Every attempt will be made to allocate guests to the pitch of their choice but this cannot be guaranteed.

## 6. Multiple pitch requests

We fully understand that some couples and families like to come camping together and we will do our best to pitch together.

Please note that we do not take multiple bookings under one name and only take a maximum of three bookings in a group. Couples and families only.

## 7. Pitches

**It is your responsibility** to ensure that the correct size unit has been stipulated at the time of booking (maximum unit size is 9m and tent size 9m x 4m including guy ropes)

**Caravans must reverse onto the pitch and awnings and cars must remain on the gravel.**

Please note that all our tent pitches are now gravel based, so tents must be pitched on the gravel.

Only one unit per pitch is permitted (awnings cannot be substituted with tents)

**Please be aware that sleeping in awnings is not permitted at Lincoln Farm Park.**

Should you subsequently alter your requirements, we cannot guarantee to provide you with an appropriately sized pitch. Pup tents (maximum size 2x2m for storage purposes only) are permitted at our discretion.

**We regret that gazebos and event shelters are not accepted at Lincoln Farm Park.**

All guy ropes must be sited on your pitch only.

Only one electrical feed per pitch can be plugged into the electrical supply. **Additional feeds/adaptors are not be permitted.**

Electric vehicles must not be charged from your pitch.

Pitch number, pitching instructions and directions will be confirmed on arrival.

Any guest on the wrong pitch may be required to move.

Only one car per booking is allowed and must be parked within the parameters of the pitch (second

cars will need to be parked in our car park for which a fee is payable and a permit required from reception).

## 8. Arrival and Departure Times

Pitches are available from 1pm, we ask that you do not arrive before this time unless specifically agreed in advance.

**Please advise us if you are likely to arrive later than 7.30pm (Tents 6.30pm).**

**You will not be permitted on to the Park after this time and we suggest that you make alternative accommodation arrangements.** You will be able to check-in from 9.00am the next day.

We ask that no tents or awnings are erected after 6.30pm

**Pitches MUST be vacated by 11am on the day of your departure.**

## 9. Holiday Behaviour and Standards

By making a booking with us you have entered into a contract in which you undertake, on behalf of yourself, the people in your party (including children), and any visitors, to adopt the following standards of behaviour:

- Not to create any undue noise or disturbance to fellow guests at any time. Radios and TVs must always be kept on a low volume. A noise curfew is in operation between 10.30pm and 7am.
- To act in a courteous and considerate manner towards us, our staff and guests.
- **To supervise children at ALL times.**

You further agree that you will not:

- Commit any criminal offence at the park or undertake any criminal activity
- Commit any acts of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the Park
- Use any unlawful drugs
- Carry on any trade or business while on the Park

## 10. Health and safety

**We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:**

- The speed limit on the Park is 5mph including bicycles. Bicycles must be ridden with care and consideration on the park and it is requested that **children wear bike helmets**. Twist and Go bicycles are not allowed.
- The park barriers are locked between 11pm to 7.00am and we ask that you do not drive around the site after 10.30pm. If you return to the Park after this time, please park in the car park and walk to your pitch.
- No electrical, recreational or remote-control vehicles can be used on the Park. This includes drones, twist and go bicycles, scooters, motorised scooters, go karts, drift carts, skateboards

and rollerblades. Please use sponge balls only.

- No hosepipes or jet washers to be used to clean caravans, motorhomes or cars.
- The lighting of fires, fire pits, chimineas, wood burners, Chinese lanterns etc. is strictly prohibited.

Any fires will be extinguished. All barbecues (charcoal or gas only) must be raised and on the gravel (blocks are available for use with disposable barbecues. Please ask) and must be fully extinguished after cooking and no later than 10pm.

All items of equipment brought onto the park must be maintained to proper safety standards and hold appropriate insurance including third party cover.

**Persons using Lincoln Farm Park and its facilities do so entirely at their own risk and we do not accept liability for the loss or damage to persons or property beyond our control.**

## 11. Smoking

Smoking (including e-cigarettes for vaping) is strictly prohibited in all buildings and the play area. We ask guests to refrain from smoking in doorways or outside windows which may cause distress to fellow campers.

## 12. Dogs

**A maximum of three well-behaved dogs are allowed per pitch.**

If you bring your dog with you when you stay with us, we ask that you:

- Always keep your dog on a short lead (max. 2 meters) on the Park.
- Clean up any fouling.
- Do not leave it unattended while on site

No banned breeds or XL Bullies are welcome at Lincoln Farm Park.

For health and safety reasons, and for the comfort of other Park guests, we do not allow dogs in the children's play area, any part of the amenities building, the shop, Reception or the games. Please make use of the tether rings on the posts outside Reception.

## 13. Chemical toilet emptying

All chemical toilets must be emptied at the designated points only.

**Only environmentally friendly biodegradable liquids and tissue are permitted.**

## 14. Day visitors

Day visitors must be pre-arranged with reception prior to arrival.

Only one vehicle per pitch will be permitted at any one time. **All visitors must report to reception on arrival with their car registration number to obtain a parking permit.**

Parking for visitors is in the designated car park only and we regret that, due to limited space, visitors will be required to take their vehicle with them at all times when leaving the Park.

Day visitors are welcome to use the leisure facilities at the discretion of the wardens. As a matter of courtesy to other Park guests we ask that all day visitors vacate the park no later than 8pm. Day visitors must adhere to the Park rules as set out in the 'Terms & Conditions' at all times and we will not tolerate any rudeness or aggression from day visitors.

## 15. Other

Please notify reception if you have requested the assistance of a breakdown vehicle (no breakdown vehicles on site after dark).

We do not allow lorries, lorry conversions or other commercial vehicles on the Park, this includes towing vehicles.

The use of generators is not permitted.

Cutting or damaging trees and shrubs and other vegetation is strictly prohibited, and the natural conditions are not to be disturbed. This includes tying ropes, guy lines, washing lines to, or driving nails into, trees and shrubs.

Some facilities may be reduced or curtailed during the season – please check at the time of booking if you are in any doubt to avoid disappointment.

Please ensure the safety and security of your belongings during adverse weather conditions as the Park cannot be held responsible for any damage caused.

We cannot accept liability for facilities/amenities becoming unavailable due to circumstances beyond our control.

Our guests' comfort and safety are paramount, and we will always try to have facilities available for use again as soon as possible.

## 16. Complaints

If you have a complaint during your holiday, please raise it with a member of staff immediately and we will do our best to find a resolution.

## 17. Data Protection

All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.

Tel: +44 (0)1865 300239 E: [info@lincolnfarmpark.co.uk](mailto:info@lincolnfarmpark.co.uk) [www.lincolnfarmpark.co.uk](http://www.lincolnfarmpark.co.uk)