

Thorncombe Farm, Higher Bockhampton , Dorchester, Dorset. DT2 8QH.

BELL TENT and TENT PITCH BOOKING TERMS AND CONDITIONS

When booking accommodation with Thorncombe Farm. (Trading as Thorncombe Farm), you are agreeing to enter into a binding contract with us.

References to 'us' and 'we' in these Conditions relate to Thorncombe Farm and references to 'you' or 'your' relate to the person making the booking and all members of that person's party. When we email confirmation of a reservation to you, we enter into a contract with you, which is subject to these Booking Conditions.

Thorncombe Farm accepts no liability for loss or damage to possessions and/or personal injury. In making this booking you are accepting full responsibility for your children and others in your care and you are agreeing to abide by our Terms and Conditions, which can also be viewed in full on our website.

All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owners' risk. Thorncombe Farm accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles. No boats or other units may be parked on the campsite.

General Booking Information.

- 1. Booking :** Bookings are made via the email on our website. If you make a phone booking we will complete for you.
- 2. Booking Confirmation:** We will send you a booking confirmation via email. Please contact us if you do not receive this. Please check your Booking Confirmation and notify us of any errors immediately. You must be over 18 year of age to make a booking
- 3. Payment:** During the processing of your booking, your deposit payment and balance of the booking must be processed via our accepted payment options. Your payment consists of a non-refundable deposit of 30% of the total booking amount. You have two (2) days in which your deposit payment must be processed into our system from your bank or financial institution. If the payment money is not received in this time we reserve the right to cancel the booking. Balance no more than 4 weeks prior to start of your holiday. If the balance payment money is not received in this time we reserve the right to cancel the booking and attempt to re-let the space. Bookings made with 4 weeks are to made in full and are not refundable.
- 4. Charges have no VAT.**
5. The Caravan, Bell Tent and Tent Pitches are let for holiday use only, for the time specified.
- 6. Cancellation or Changes by YOU:** It is essential that you let us know immediately if you need to cancel your booking. Please telephone us and then confirm in writing. If you cancel your booking the following applies:
 1. If you cancel more than 4 weeks before your arrival date you will lose your 30% total non-refundable deposit payment. The remainder of any of your other payments made will be refunded.
 2. If you cancel less than 4 weeks before your arrival date you will lose your full payment.

We will in all cases attempt to re-let your Caravan, Bell Tent or Tent Pitch. If we are able to re-let for the whole period originally booked we will refund the balance of all payments less a 10% administration fee. If we are unable to re-let your booking the above conditions apply.

- 7. Cancellation or Changes by US:** Once we have issued you with a confirmation, we will do our very best not to make any changes or cancellation to your booking. Sometimes changes do occur before or after bookings have been confirmed and very occasionally confirmed bookings have to be changed or cancelled. We promise to do all we can to avoid changes and cancellations but must reserve the right to do so.

Your safety

Thorncombe Farm campsite landscape includes some slopes, trees, brambles and other natural hazards. Depending on the weather, conditions can be cold, wet, slippery or hot, dry and brittle. **We trust that you appreciate we can take no responsibility for the weather conditions at the time of your visit.** We recommend that you come prepared with suitable clothing and footwear, so that you can enjoy the charm of the natural environment in all its diversity. Adults are responsible for ensuring their own safety and the safety of any children and others in their care. You must also expect that at certain times of the year wild creatures such as wasps, mice, spiders or ants may enter the bell tents or your own caravan(s) or tents.

By booking with Thorncombe Farm you are acknowledging that you are aware of the risks, hazards and dangers of entering the farm, campsite and woodland.

Thorncombe Farm reserves the right to close the campsite in extreme or dangerous weather conditions. The decision to do this is entirely at our discretion.

Our campsite is on, adjoining or near to agricultural land used for farming. There is also forestry work on land adjoining the campsite. Campers must be careful when entering these areas whilst camping with us.

NOISE POLICY and BEHAVIOUR. "BE NICE - OR LEAVE" NO REFUNDS.

We operate a small scale quiet, relaxed and laid back campsite. All electronic music and percussion instruments of any kind are banned. Loud noise doesn't fit into the ethos of communal camping and we reserve the right to remove any campers who act inappropriately or do not follow our noise guidelines.

We ask that campers please respect fellow campers and our local neighbours. There is a LOW NOISE POLICY from 9pm around the campsite.

WE SUPPORT THE COUNTRYSIDE CODE and ask all our guests to do the same.

Code for the public

Respect other people

- Consider the local community and other people enjoying the outdoors
- Leave gates and property as you find them and follow paths unless wider access is available

Protect the natural environment

- Leave no trace of your visit and take your litter home
- DO NOT attempt to feed or disturb any of the livestock on the farm.

Enjoy the outdoors

- Plan ahead and be prepared
- Follow advice and local signs

Pets

Pets are permitted at our campsite, under control and on a lead at all times.

Smoking

No smoking is allowed inside the Bell Tents, within campsite facilities, near any drying crops in fields or near any of the farm buildings. Elsewhere is fine.

Cooking.

You must not use any cooking, or gas appliances of any kind, inside the tent. Naked flames used in or by the tent are entirely at your own risk.

Arrival and Departure

Arrival times are between 3:00 pm and 7:00 pm. The Caravan, Bell Tents and Tent Pitches must be vacated by 10.30 on a weekend or by 11:00 am on a weekday on the departure date. Alternative times can occasionally be arranged on request. Please let us know if you expect to arrive late or are delayed.

If you do not contact us and you have not arrived by noon on the day following the booking start date we will treat your booking as having been cancelled by you and you will not be entitled to any refund.

General Agreements.

1. You agree to look after our Bell Tents and Campsite. This means you must keep all furniture, fittings and effects, (inside or outside) in the same state of repair and condition as at the start of your booking, and you agree to leave it clean and tidy. If you break these conditions we may make an additional cleaning charge and/or make a claim against you for repair or loss as a result of damage caused.
2. You are expected to show due consideration for other people, including other guests, local residents and our staff. If you abuse the property or display dangerous or offensive behaviour towards the staff, landowners or any third party, we may refuse to allow you access to the Bell Tents and property or ask you to leave before the end of the holiday. If this happens we will treat your booking as having been cancelled by you and you will not be entitled to any refund.
3. You are in a natural environment and as such you agree to respect all local flora and fauna. Any damage, wilful or negligent, will be taken seriously and may result in you and your party being requested to leave the campsite. In such cases we will treat your booking as having been cancelled by you and you will not be entitled to any refund.
4. You must allow us access to our Bell Tents at any reasonable time during your stay.

5. The number of people using the Caravan, Bell Tent or Tent Pitches may not exceed the number agreed when booking.
6. Please use only firewood or charcoal supplied by Thorncombe Farm or as directed by our staff.

Special Requests

If you have special requests or needs, you are responsible for telling us at the time of booking. If you have a disability that may affect your stay at Thorncombe Farm please tell us before we confirm your booking. We will do our best to accommodate you but will let you know if we are not able to meet your needs.

Travel Insurance

We recommend insurance to cover cancellation, loss, damage or injury.

Your Happiness and Satisfaction!

It makes us happy if you enjoy your stay with us! If you have any problems during your stay, please let us know immediately so we can try and sort them out while you are here. If you have any complaints, please address them to

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Thorncombe Farm or their staff or business partners shall not be liable for any loss or damage to visitor's property, however caused. We accept no liability for injury sustained to any party whilst on our campsite.