

Group Camping Terms and Conditions

These terms and conditions apply to the period of 28th May 2021 onwards:

- The campsite is open including shared facilities from 28th May
- In line with government guidelines we have carried out a Covid 19 risk assessment to ensure that Outdoor Alternative is Good to Go and safe to enjoy.
- We have adopted a Covid 19 cleaning protocol and are using appropriate EN14476 cleaning products.
- We will clean the shared facilities daily. There will be cleaning products available for your use throughout your stay.
- Please observe the 2 meter social distancing guideline.
- There will be hand sanitiser available near the water tap.

*** COVID 19 Clause**

This clause explains when you, or we, may cancel or agree to postpone your booking due to Government Restrictions related to Covid 19 Regulations

- **CANCELLATIONS - COVID 19 RELATED TRAVEL RESTRICTIONS**
If you, or we, need to cancel your booking due to Government lockdown restrictions i.e. if the law prevents you from traveling outside of the area that you live or you are not permitted to travel to Outdoor Alternative due to Welsh Government restrictions **we will make a full refund.**
- **CANCELLATIONS - INABILITY TO TRAVEL WHEN TRAVEL IS NOT RESTRICTED BY COVID 19 RELATED REGULATIONS**
If you or any members of your family are unable to travel for any reason including but not limited to, illness or the requirement or recommendation to self isolate our standard cancellation policy applies and we recommend you take out your own travel insurance to reimburse you, as **we will not be able to refund you.** Prior to your arrival if you or any members of your family have COVID 19, are experiencing any suspected symptoms associated with COVID 19, have been instructed to self isolate through NHS track/trace, have been in contact with any person with suspected or confirmed COVID 19 you must follow government advice and self isolate and **not travel to Outdoor Alternative.**
- **DISPLAYING COVID SYMPTOMS WHILST STAYING AT OUTDOOR ALTERNATIVE**
If when staying with us you or any members of your family start to display COVID 19 symptoms then you must inform us immediately, and in line with the PASC/NHS guidance, if you feel well enough to travel and do not need to use public transport you should return home as quickly and directly as possible.

General terms and conditions continue below.

1. General

- 1.1. The contract for camping will exist once an booking has been confirmed and fully paid for
- 1.2. The price for camping will be set at the time of booking and will form part of your confirmation of booking notification. This notification supercedes any prior promises, representations or undertakings.
- 1.3. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability.
We will advise you of any changes at the time of booking or as soon as possible thereafter.

3. Payment

- 3.1. In order to secure your booking you must complete an online booking form AND pay the appropriate fee via BACS (an invoice can be issued prior to payment if required)
- 3.2. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking.

4. Cancellation*

- 4.1. If you cancel your booking more than **28** days before your arrival a refund is available.
- 4.2 All refunds are subject to an admin charge of £10.
- 4.3. If you cancel your booking less than **28** days before your arrival refunds are not available.

5. If we change your booking*

- 5.1. In the unlikely event it becomes necessary for us to change your booking, in total or in part, we will inform you as soon as is reasonably possible of any necessary changes.
- 5.2. You shall have the choice of: accepting the changed arrangements; or making another booking with us (and paying or receiving a refund in respect of any differences); or canceling your booking and receiving a full refund of all payments made.

6. Our liability to you

- 6.1. Outdoor Alternative shall ensure that the accommodation and/or services you receive from us are in accordance with your booking, are in a reasonable condition and 'fit for purpose'.
- 6.2. Our entire liability in connection with the contract will not exceed the purchase price of the services booked.

7. Arrivals and Departures

- 7.1 Arrival time is from 2pm.
- 7.2 Check in and collect your recycling bag at the Container Kitchen on the afternoon of your arrival or the following morning.
- 7.3 Departure time is 12noon.

8. Behaviour

- 8.1. All customers are expected to treat the campsite, other Outdoor Alternative users and the locality and environment with respect at all times. If your behaviour is deemed to be unacceptable or causes damage your booking may be terminated and you may be asked to leave the premises. No refunds will be made in these circumstances.
- 8.2. All children need to be supervised appropriately, please make sure they stick to the camping fields and the sports field. Beyond the sports field is out of bounds as it houses our solar panels and septic tank. Gardens of the bunkhouses are for use by guests of the bunkhouses.
- 8.3 It is a peaceful campsite, no speakers are to be used for music on the campsite at any time. After 11pm we expect it to be quiet.
- 8.4 Dogs must be booked in and paid for, they are to be kept on a lead, be cleaned up after and not left unattended at anytime.
- 8.5 BBQs can be borrowed from us and charcoal is available to buy from the Container Kitchen. Disposable BBQs are not allowed and no fires on the grass please.
- 8.6 If you wish to have visitors during your stay please check with us first and ask them to come and check in with us on arrival, there is a charge per vehicle.

10. Information

- We shall only store and use your information for the purposes of carrying out our contract with you.