

## Booking Terms and Conditions for Family Camping 2020

1. Provisional bookings are taken by email to [deerpark@girlguidingglos.org.uk](mailto:deerpark@girlguidingglos.org.uk) and will be held for a period of 7 days. Your booking is then confirmed on receipt of the 'Booking Form for Family Camping 2020' and deposit. By submitting your booking form and payment, you are agreeing to the terms and conditions laid out below.
2. Family Camping is offered to volunteers within Girlguiding and their immediate family only. Bookings will only be accepted with the completed Girlguiding details to confirm your membership.
3. Family camping fees are £6 per person, per night and bookings can be made for Monday to Friday or Friday to Monday only. Family camping will take place at the bottom of Bubbs Hill and we have facilities for up to two families at any one time.
4. Use of the campsite during Covid-19 includes sole use of one toilet for your family, sole use of a shower room, and a camping pitch appropriately distanced from the other pitch. The communal kitchen area will remain closed. Toilets and showers are sanitised between bookings. Families will need to share access to water via the tap and should clean it before and after every use. The outdoor sinks may be used by one family at a time and should be cleaned before and after every use. Cleaning materials will be provided.
5. Families are expected to maintain good social distancing practice and good hand hygiene standards in line with [government guidance](#) and any family not adhering to this will be given one reminder. If they continue to ignore these guidelines they will be asked to leave the site. No refund will be issued under these circumstances.
6. For health and safety reasons, campers are not permitted to have day visitors onto their pitches. Please meet family and friends off site so that we can limit the number of people on our campsite.
7. A deposit of £25 is required with your booking form to confirm your booking. If your visit is within 14 days then payment in full is required to confirm your booking.
8. Full payment for your booking is due 14 days prior to your arrival date.
9. Payments are taken by bank transfer only. We are not currently able to accept cash or cheques for family bookings. Bank details are available on the booking form and invoice.
10. Arrival time is after 2.30pm. Please indicate your estimated arrival time on your booking form so that one of our volunteers can welcome you.
11. Pitches should be vacated by 11.30am on your departure day. Please indicate your estimated departure time on your booking form so that one of our volunteers can check you out.

(Continues on page 2)



12. All visitors must report to the office on the main site on arrival and are required to confirm their details are up to date for the [NHS Test & Trace](#). They will also need to complete a Covid-19 Screening Questionnaire before they are shown to their pitch.
13. We're sorry but dogs are not permitted on the site.
14. The children's play area on the main site and some site activities have been re-opened. Please visit our website for more details.
15. Should it be necessary to close the site, you will be informed 24 hrs in advance (where possible) with a full refund of any monies paid.
16. If you cancel your booking, no monies will be refunded. If cancellation is within 14 days of your expected arrival date, the full balance remains payable. We would recommend visitors take out their own cancellation insurance policy.
17. In the event a family member has symptoms of or is tested positive for Covid-19, the whole family should isolate as per the government guidelines and they will not be permitted to access the site under any circumstances.
18. Vehicles are permitted to drop off equipment just inside the gate to Bubbs Hill but only one vehicle per family can stay in the field; any additional vehicles need to be parked in the main site car park. Vehicles should not be parked in the Green Dragon car park. Vehicles should not be driven on the camping field beyond the drop off point.
19. Rubbish and recycling must be placed in the appropriate bins on the main site or removed from site by the hirer. Recycling should be clean before adding to the bins. Please follow the signage onsite to sort recycling appropriately. Hand sanitiser is available for use after touching the bins.
20. Any damage on site must be reported and may be charged for. If not declared prior to departure an additional charge will be made.
21. **How we may use your personal information.** Your privacy is of the utmost importance to us . We only use personal information you provide to us in accordance with our [Privacy Notice](#). Please take time to read this document as it includes important terms which apply to you. We will use the personal information you provide to us to:
  - a) administer your booking;
  - b) process your payment; and
  - c) inform you about similar products or services that we provide, but you may stop receiving these at any time by emailing us at [deerpark@girlguidingglos.org.uk](mailto:deerpark@girlguidingglos.org.uk)

In addition, to meet with current government guidelines regarding the Covid-19 pandemic, we are required to request and store details of all visitors for 21 days after your departure to the site as part of the [Test & Trace](#) system.

