

The Diggerland Campsite Terms and Conditions

Introduction - Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions.

We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately with no refund. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

Booking conditions – We reserve the right to refuse any booking without explanation. Bookings can only be made online @ www.diggerland.com/campsite and are non-refundable

Holiday Behaviour Standards and Termination – By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party, to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests
- To abide by the park rules
- You further agree that you will not:
 - commit any criminal offence at the Park or undertake any criminal activity
 - commit any acts of violence or nuisance
 - keep or carry any firearm or any other weapon at the Park
 - use any unlawful drugs
 - create any undue noise or disturbance
 - carry on any trade or business while on the park
 - cause any damage to Diggerland's land or property
 - play ball games that will interfere with any other guest
 - fly kites on any part of the site – overhead cables
 - carry out digging, cutting, pruning or cause any other damage to the grounds and surrounding hedges, trees or wildlife.
 - leave children unsupervised and/or behaving badly i.e. water fights, stone throwing, playing in and around the shower block or anything else that would spoil anyone else's stay will not be tolerated.

Quiet hours are from 11.00pm – until 8.00am. Please respect your fellow guests and keep noise to an absolute minimum.

On breach of any of these conditions the proprietors shall be entitled to expel any person and the rest of the party without notice. No refund will be given.

The proprietors shall not be liable to any persons visiting the site for any personal injury, damage to property etc., however caused.

Bookings and fees are accepted on the understating that all these rules and conditions are observed. No refunds will be given except in exceptional circumstances and entirely at our discretion.

Health and Safety - We take the well being and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit of the park is 5 mph.
- No electric heaters to be used in awnings
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on and leading to the park.
- Guests are not allowed to bring lorries or other commercial vehicles on to the park unless they are your only vehicle. This includes towing vehicles.
- No recreational vehicles can be used on the park. This includes motorised scooters.

- No mechanical or repair work is to be undertaken on the park without prior authorisation.
- Strictly no car or caravan washing
- Only 1 vehicle can be parked next to the pitch. All other vehicles including trailers and boats, unless agreed with the management, must be parked in the main parking area.
- Any unauthorised parked vehicle, caravan or trailer will be removed by a licensed parking control company, with costs, storage and release fees payable.
- Please make yourself aware of the nearest fire point.

Dogs and other pets – If you bring your dog with you when you stay with us, we ask that you:

- Keep the dog on a lead on the park at all times. If you exercise your dog off the lead you are still responsible for the dog's actions.
- Clean up after your pet
- Do not leave your pet unattended at any time.

We reserve the right to require that the owner remove their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

General

- Open fires are not permitted.
- The grass **MUST** be protected from ground and low level barbecues.
- Only aertex type ground sheets are permitted on grassed areas. Other groundsheets are not allowed except in tent sleeping areas and where it is part of the tent itself. Plastic, tarpaulins, mats, carpets & rugs are not to be used on grass.
- The use of generators is not permitted.
- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees. Do not tie dogs or anything else to trees.
- Dispose of waste water/rubbish etc in the facilities provided.
- Formaldehyde free toilet chemicals only to be used.
- Ensure that your pitch is kept tidy and free of rubbish.
- Flags, ensigns and pennants are not to be flown.
- Washing lines are not to be erected using trees etc; hook on window or freestanding types only.
- Bicycles are only to be ridden on the roadways.
- No games are to be played in the park area.
- No loud music etc that interferes with other's enjoyment of the park.
- No external gas bottles.
- We reserve the right to charge for any damages caused to Diggerland's land or property.
- All payments are non refundable.
- It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday.

The information supplied on the Booking Form will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on our park. For the purposes of the Data Protection Act 1984 the submitting of a booking or staying at The Diggerland Campsite signifies your assent to these terms.

Pitches –

All pitches must be vacated by 12am on the day of your departure otherwise an additional night's pitch fee will be charged. Earliest arrival is 2pm.

If you have not paid for an electric hook-up and you choose a pitch with electricity, then you will be charged for the hook up at full rate. We are not responsible for any loss or damage to your property by theft or otherwise or for personal injury.