

Terms and conditions

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

This contract is with Naturesbase. A contract exists as soon as we have received the deposit and booking form. The terms contained in this contract do not affect your statutory rights. We only handle bookings from persons over 18 years of age. The site is not suitable for large single sex groups such as hen or stag parties which we do not except. In case of query regarding other types of large groups please call us on 01570 471795.

Holiday Behaviour Standards

As this is a quiet, peaceful site, and in order to make the stay on the farm for all guests as pleasant as possible, we ask visitors to abide by our very simple expectations laid down below:

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.
- You further agree that you will not:
 - commit any criminal offence at the site or undertake any criminal activity
 - commit any acts of vandalism or nuisance
 - keep or carry any firearm or any other weapon at the site
 - use any unlawful drugs
 - carry on any trade or business on the site
 - create any disturbance or excessive noise. Any music / radios etc shall to be kept to a minimum and to be only audible within the close parameters of each pitch. Quiet hours are from 10.00pm until 7.00am. Please respect your fellow guests and keep noise to an absolute minimum.

We ask you to use the allotted car parking space for your pitch / tent which are located no more than 50 M from your tent

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 site immediately. In these circumstances the holiday ceases and no refund will be given.

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 10 mph.
- 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 the park.
- Guests are not allowed to bring lorries or other commercial vehicles including vans on to the park. 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.
- In the unlikely event of a natural disaster or emergency requiring implementation of the park's Emergency Action Plan you will be notified by the Manager
- Please make yourself aware of the nearest fire buckets and fire point.

Dogs

A maximum of two dogs are allowed per pitch.

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

- Keep the dog under control at all times on the site.
- Keep the dog on a short lead on the site at all times except in the designated exercise dog walking areas.
- Clean up after your dog.
- Do not leave your dog unattended at any time.
- Dog noise – it is the owner's responsibility to ensure their pets noise does not cause disturbance to other guests.

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

General

The use of generators is not permitted.

Cutting or damaging trees and other vegetation is strictly prohibited on the site and surrounding lanes and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees.

Please:

leave all washing up areas and loo areas clean and tidy ready for the next person to use

put away any toys or games after use and report any breakages as soon as they occur.

adhere to the notices around the site for your own safety and please do not go into the animal paddocks, vegetable gardens or areas marked private.

Please feel free to read the books during your stay but please return them at the end of your stay for others to enjoy. If you have any books which you have finished and wish to add to our library we will gladly receive them.

If you plan to arrive after 10pm during you stay, please use the late car parking spaces near the entrance to the site

Arrival and departure.

You will be able to have access to your pitch and / or safari tent from 15.00 on the day your holiday starts. Should you be unavoidably delayed and therefore you think you will arrive after 7.00pm please contact us direct. On the day of departure you must vacate your pitch and / or safari tent by 10.30am. This allows us to do any maintenance or mowing between stays. Please let us know if you are expecting day visitors during your stay. Day visits must vacate the site by 10pm.

Prices

The prices in the brochure and on www.naturesbaseholidays.co.uk are binding.

Payments

Booking payments are made in two stages. Once you have provisionally booked we will hold this for 7 days. A 50% deposit must be paid accompanied by a booking form to secure your booking. The balance of the booking must be made at the latest 8 weeks before commencement of your stay. In the event of bookings made within 8 weeks before commencement of your stay the entire booking amount must be paid immediately.

Only cheques are accepted for payment.

Cancellation of the Holiday by you

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. All monies paid are non-refundable and we suggest that you arrange travel insurance to cover every eventuality.

Change or cancellation of the Holiday by us

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

Except where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control which includes but are not limited to war, threat of war, riot, terrorist activity, natural or nuclear disaster and fire.

Force majeure on the side of Naturesbase holidays exists if the implementation of the agreement is entirely or partially, temporarily or permanently prevented due to circumstances which are beyond the control of Naturesbase holidays.

It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday. Unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

Liability

Naturesbase holidays accept no liability for:

- theft, loss or damage, of whatever nature, during or as a result of a stay at Tyngwndwn Farm.
- falling into defect or putting out of action of technical equipment and loss or closure of supplies on the farm.

Complaints

Despite all the care of Naturesbase holidays it could occur that you have a genuine complaint. Please let us know as soon as possible so that we can resolve it as quickly as possible.