

# Gower Escape - Safari Tents

NICHOLASTON FARM CARAVAN AND CAMPING SITE

## Campsite Booking Terms and Conditions

- Groups Policy:** Please note that we are a family site and we only accept families and couples. We do not generally accept singles groups. Small and responsible **adult** groups may be permitted **at our discretion (by prior arrangement only, please call on 01792 371209 to discuss)**. **No unsupervised minors or stag/hen parties are permitted on the site.**
- Deposits:** A deposit of £60 is taken at the time of booking. The booking is not secured until the deposit has been paid. Full balance is payable 4 weeks prior to arrival. **Deposits taken to book the tents are non-refundable.**
- Settlement:** Final payment of the overall booking cost is due 4 weeks prior to arrival. If this payment is not made in full 4 weeks prior to arrival we reserve the right to cancel the booking.
- Cancellations:** Deposits are non-refundable, but if you wish to change your booking dates you can do this up to 4 weeks prior to arrival. Please call 01792 371209. Any changes made to your booking during your stay will not be refunded even due to poor weather conditions. If you have paid in full upfront and need to cancel more than 4 weeks prior arrival we will refund to you the payment minus the deposit.
- No refunds will be given within 4 weeks of your arrival date.**
- Payment Methods:** Payment is made by bank transfer or cheque.
- Arrival and departure:** Tents are available from 4pm on the day of arrival. Tents must be vacated by 10am on the day of departure. Latest arrival time is 9:30pm.
- Barrier Access:** On arrival please check in at site shop/reception (or farm office after hours). Access to the field is with a barrier key for which we require a £10 deposit in cash. This is fully refundable on leaving and returning the key.
- Tent Safety:** No naked flames are allowed in the tents, no smoking and no candles. The gas BBQ must only be used outside and under no circumstances be brought into the tent due to the risk of carbon monoxide poisoning.
- Dogs:** **A maximum of 2 small dogs are allowed by prior arrangement.** They must be well behaved and **kept on a lead at all times whilst on site.** They should be exercised off site and the beach below is dog friendly all year round. We ask that you bring a bed for the dogs and that they are not allowed on the furniture in the tents. There is a £25 charge for cleaning if a dog is staying.

- Visitors:** Due the fact that we are a relatively small site, visitors are only allowed on-site by prior arrangement. Please call 01792 371209 to discuss.
- Noise/Music:** As we are a quiet site that accommodates families, we ask for noise levels down after 10:30pm. We do not encourage music as it may disturb other campers. If it is played we ask that it at a very low volume and switched off in the evening. We ask that you are respectful of other campers.
- Behaviour:** We hope that everyone enjoys their stay at Nicholaston Farm, we do not encourage heavy drinking of alcohol, and we do not allow illicit drug use or anti-social behaviour. We reserve the right to ask people to leave if we feel that their behaviour is not appropriate or disrespectful to ourselves or other campers on site.
- Breakage charge:** On payment of final balance a £100 breakage deposit it also required, this is for any damage that may occur during your stay. We hope you don't have any mishaps while you're with us, but if your accommodation is damaged by you or someone in your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs. We may also go into your tent at a reasonable time during your holiday to check the state of things. And if there's an emergency we can come into your accommodation without warning.
- Cleaning:** You agree that we are entitled to charge you an additional cost, if the tent requires more than our standard cleaning on your departure to restore it to its pre-rental condition, allowing for fair wear and tear.
- Health and Safety:** You must follow the health and safety guidelines when using the safari tents and its appliances. The instructions for using the tent and its accessories including the health and safety guidelines are provided to you upon arrival at the tent verbally, and are to be found in the safari tent guidebook in your tent.
- Things beyond our control:** Unfortunately, we can't take responsibility or pay compensation for things beyond our control that destroy or damage our tents or facilities. Some of the things we mean by 'things beyond our control' are fire, flood, explosion, storm or other weather damage.
- Tent layout:** We will do our utmost to ensure that the pictures on the website are accurate, although the layout and décor in the tents may be different from those shown.

By booking with Gower Escape Safari tent you have agreed to the above terms and conditions.