



# Norden Farm

## NORDEN FARM TOURING CARAVAN AND CAMPING SITE CAMPSITE RULES 2023

### **X** BAD BEHAVIOUR

Please adhere to our site rules at all times. General bad or inappropriate behaviour will not be tolerated.

**NOISE** - The noise curfew is 11pm - by which time all radios, TVs and car engines must be muted. Loud parties are not acceptable on site at any time.

All farm buildings, barns, sheds and old clay work structures are strictly out of bounds. We treat wilful misuse, damage and destruction of property seriously and offenders will be asked to terminate their stay.

The campsite is on private property and you must respect all other signage.

We expect our staff to be treated with respect and consideration at all times.

### **FIRE SAFETY**

Barbeques are permitted but must be raised off the ground. Small fires are permitted in fire pits only. Barbeques and campfires must be fully contained and under close supervision at all times.

Fires are an extreme hazard and excessive smoke can be a nuisance to others. Campers are only permitted to use kiln-dried or well seasoned wood which can be purchased from the farm shop. Campers are not permitted to use any wood found on site or in the surrounding woodland.

Sorry, we do not allow disposable BBQ's on site.

Please do not dispose of ash anywhere other than the specific ash bins provided throughout the site.

### **5** VEHICLES ON SITE

The speed limit across the entire site including access roads is 5mph at all times.

We operate a zero-tolerance policy regarding dangerous driving and offenders will be asked to terminate their stay.

Please avoid excessive and unnecessary use of vehicles on site, particularly driving to and from the facilities, especially after 10pm or when the ground is wet.

### **CHILD SAFETY**

Parents or guardians are wholly responsible for the behaviour of children and minors in their care at all times. Children are expected to remain on the campsite fields unless accompanied by an adult.

Children are not permitted to congregate and play in any of the facilities on site.

**FACILITIES** - Children under 10 years old must be supervised by a responsible adult at all times whilst using any on-site facilities.

**CYCLING** - Children are not permitted to ride bicycles anywhere on site unless they are proficient in cycling on roads. Using the farmyard and access tracks as riding circuits is not permitted. Please ensure bicycles are left in the designated bike racks so as not to cause obstruction or inconvenience to others.

### **PITCHING**

**FIRE SAFETY** - Fire safety regulations stipulate that there must be a 6-metre gap between each unit so please observe this when pitching, particularly in our unmarked non-electric field. Any unit that we consider to be pitched incorrectly will be asked to move.

Electric pitches are marked by two yellow boundary posts and a post in the centre with your pitch number. Please pitch in front of the central post to allow maximum space between you and your neighbour. Please keep everything including vehicles and windbreaks within the boundary posts and avoid using our posts to anchor tents or washing lines.

No empty units are to be left on site for long periods of time.

Washing of units, boats or equipment on site is not permitted.

### **WASTE DISPOSAL**

**RECYCLING** - Please be diligent when disposing of your waste and separate general waste, food, dry mixed recycling, glass and ashes into the correct bins provided.

**FOOD WASTE** - Do not throw away any food waste or containers into the hedges or undergrowth- please use the designated bins provided.

**WASTE WATER** - All waste water and chemical waste must be collected in a suitable container and disposed of correctly at one of our drain points.

### **ANIMAL SAFETY**

Dogs are welcome on site but we ask they are kept on a lead (2m MAX.) at all times and are not permitted to roam freely. You should not leave pets unattended on site at any time; animals can get very distressed in unfamiliar environments.

Please ensure you clean up after your dog - bins are provided.

**FARM ANIMALS** - Under no circumstances should farm animals be harassed or chased. Please do not feed the animals, even if you think the food is suitable for them as unrestricted diets can cause serious health problems.

**The owners will not accept any liability in respect of any person, or the property of any person using the site.**

**The campsite is on a working farm in a very rural area. Please always follow the Countryside Code.**

**The campsite and surrounding areas are private property and the management always reserve the right of entry.**

**Any person wilfully disregarding these rules risks being asked to leave the site.**

01/02/2023

**THESE RULES HAVE BEEN CREATED FOR THE BENEFIT OF EVERYONE ON SITE.**

Please abide by them and enjoy your stay with us.



# Norden Farm

## NORDEN FARM TOURING CARAVAN AND CAMPING SITE TERMS & CONDITIONS 2023

### FOR ALL CAMPERS

#### **BOOKING**

**DEPOSITS** – We require a £30 deposit per pitch. All deposits are non-refundable and non-transferable. Full payment will be taken upon confirmation if your fees are less than £30.

**BALANCES** – Remaining balances are due 7 days prior to your arrival date.

Any changes to dates must be made at least 7 days before your arrival date. Extra nights can be requested at any time subject to availability.

If you cancel within 7 days of your arrival date, no fees will be refunded. Please ensure you have sufficient holiday insurance to cover your booking.

We will not take responsibility for any discrepancies of any bookings after the balance of the booking has been paid.

#### **ARRIVAL AND REGISTRATION**

Check-in time is from midday to 6pm. Please ensure you register upon arrival.

We have no holding areas on site so it is important you do not arrive before the scheduled check-in time.

Please contact reception if you are not going to be here before 6pm on your scheduled arrival day. Arrivals will not be accepted onto the site after 9pm.

If you arrive the day after your scheduled arrival date, you will not be allowed onto your pitch until 10am.

#### **BOOKING RESTRICTIONS**

We do not accept one-night bookings on any Friday or Saturday in Mid or High season.

On Bank Holiday weekends and High season weekends there is a 3-night minimum tariff. Restrictions on arrival date may also apply.

#### **SITE RESTRICTIONS**

To maintain pitch quality, all awnings and tents may only remain on a pitch for 14 nights after which time they must either be taken down or moved to another pitch accordingly.

In any event, the maximum stay on site is 21 nights.

In mid- and high-season, non-electric pitches are available only to tents and camper vans (under 5.5m) due to our licence restrictions.

Please note, we cannot guarantee to allocate specific pitches or to pitch groups together.

Motorbikes and commercial vehicles are only accepted at the discretion of the management. No sleeping in cars, or panel vans. Converted motor-caravans only.

Drones may not be flown over the campsite or farm land at Norden Farm except by prior arrangement.

Generators are not permitted on site at any time.

Our current electricity network in this rural location cannot support the charging of electric vehicles at present.

#### **DEPARTURE**

**Latest departure time is 11am.**

Any guests that do not vacate by this time will automatically incur a late departure fee.

No refunds will be granted in the event of early departure.

#### **WEATHER**

In the event of serious weather conditions, we may offer a tow off site service which is at your own risk. You should check that your insurance cover will allow secondary towing.

#### **FORCE MAJEURE**

Norden Farm Campsite is not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond their control.

Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure").

We strongly recommend that you have adequate holiday insurance in place to cover this.

### ADDITIONAL FOR GROUPS

#### **GROUPS**

We cannot accept groups of unaccompanied children under the age of 18. Stag & Hen parties are not permitted.

Before booking, groups of up to 4 units must fill in the group booking form located on the "book now" page of our website.

Any group larger than 4 units will not be accepted.

#### **GROUP BOOKINGS**

Group leaders wishing to book 2 or more pitches must be able to provide all necessary details at the time of booking.

Bookings will not be confirmed for any pitch that does not have all the relevant information. An administration charge may be incurred if subsequent changes have to be made because of incorrect details.

It is the responsibility of the group leader to ensure each party member receives their booking confirmation. It is the responsibility of the party member to ensure their booking confirmation is correct.

#### **GROUP BEHAVIOUR**

Large groups of any kind can be intimidating to others. Please consider and respect the enjoyment of other campers at all times.

Bad behaviour from any member(s) of a group may result in the entire group being asked to terminate their stay.

**Remember that you are on private grounds and the owners always reserve the right of admission.**