

## Terms and conditions (tent pitches)

**Booking** Submission of a booking form will constitute a booking. Full payment is due 6 weeks prior to your holiday. Payment can be made by credit or debit card, Paypal or bank transfer.

**Cancellation** Please inform us immediately if you wish to cancel a booking. If we are able to re-sell all/part of your holiday we will refund all/part of your payment, less a £10 admin fee.

**Alterations to your booking** If you wish to make an alteration to your booking such as change the dates/pitch please give as much notice as possible. A £10 admin fee will be charged.

**Check-in** is between 4 & 5pm. Check-ins at any other time of day must be arranged by email in advance. Check-out is 10am.

No pets, no ball games, no groups\*, no amplified music. If smoking, please use ashtrays provided.

Please take good care of communal areas, and leave them as you found them.

Please raise BBQs on bricks. No fires other than in the communal fire place. Please don't leave a lit fire, BBQ or candle unattended, and ensure woodburners are properly shut down when going to bed or leaving the accommodation. Please read instructions in 'welcome files' (or ask Marie or Mark for guidance) before using woodburners, fire place or pizza oven.

In case of emergency, please call us on 07849 119259.

Alde Garden are not liable for any loss or damage to guests' property, or any injury to any guests or visitors, unless it is found there has been negligence on behalf of Alde Garden. Parents should be responsible for their children at all times, and be particularly vigilant around the pond and fire area.

Alde Garden is a quiet campsite which appeals to people and families who enjoy tranquillity, so we ask for noise to be kept to a minimum after 10pm. Persistently noisy guests or those who disturb our other guests will be asked to leave without refund. Displays of disorderly or abusive behaviour, or excessive intoxication will be treated in the same manner.

Alde Garden reserves the right to refuse any booking without explanation. In these exceptional circumstances a full refund of any monies paid will be made.

We hope you thoroughly enjoy your stay, but if you have a complaint please let a member of staff know immediately so that we can do our best to resolve it.

Alde Garden are 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 recommend that you have adequate holiday insurance in place to cover this.

*\*please see FAQs on website for more info on our group policy*