

## **Camping/Glamping Terms and Conditions.**

### **Group bookings:**

These can only be accepted from organisations with a nominated responsible person . We cannot accept large family or friend groups. Proof of group status may be requested when booking. Our family friendly location is not suitable for parties.

### **Bookings:**

Booking can be made online or directly by phone with us. We don't accept multi pitch bookings, each family/tent needs to be booked individually. Please check your email confirmation for booking details, we cannot be held responsible for errors in information provided at time of booking. Bookings must be made by adults (18+).

### **Pitches:**

Please ensure your tent will fit in the pitch you have chosen. The meadows can generally take tents of all sizes as long as they fit in a 9m circle. Woodland pitches can only take tents up to 3.5m x 3.5m.

### **Cancellations by you:**

Full refund up to 7 days before arrival date

50% charge for cancellations within 7 days of arrival

No refund given for no show or cancellations on the day of arrival

If you decide to leave early for any reason Comrie Croft are not liable to refund any unused nights.

### **Covid 19/Pandemics:**

If your booking cannot go ahead because of a **national government lockdown** we will cancel your booking and refund any monies paid. If you need to cancel or alter your booking due to local restrictions, self-isolation requirements or if you/someone in your booking contracts Covid 19 then our standard cancellation policy applies.

### **Other cancellations:**

In circumstances beyond our control, we are not liable for any expenses you incur in the event we are prevented from fulfilling your Booking. Such circumstances include (but are not limited to) war, terrorism, serious crime, industrial action, flooding, natural disaster, epidemics, or such similar events (“Force Majeure”).

### **Holiday Insurance:**

It might sound over the top but think about having adequate travel insurance for any holiday no matter how short as we are not able to provide refunds outside our cancellation terms. The minimum the policy should cover you for is the event of illness, personal injury or death (sincerely hope that doesn't happen) during your holiday and for cancellation.

### **Campsite Etiquette:**

Please be a considerate camper, we want every guest to relax and enjoy their time with us. Please follow any guidance on site and follow the Respect & Think of Others Policy.

- Shhh time 10pm. Remember noise travels and tents don't insulate against it. All campers want a good night's sleep and there are residential properties close by.
- Space and privacy – ensure you pitch within a defined pitch if pre-marked. If not marked out (The Drum & Far Away Meadow) please allow at least 6m between tents (guy rope to guy rope). Resist the urge to cut through other pitches and always try to remain a respectful distance (consider each pitch like a garden, you wouldn't cut through someone's garden just because it was quicker).
- Communal facilities – to keep these areas lovely for everyone who uses them we expect users to leave them as they found them. There is a squeegee in every shower, please clean up after you use it. After you do your dishes, please empty any food bits from the sink and give it a rinse down. Remember to remove anything you put in the fridge before you leave.
- Dogs – we love dogs! They are very welcome to camp with you. They do need to be kept on a lead while onsite and all mess needs picked up and disposed of in the dog bins provided (even from the woods – lots of children play there).
- Rubbish – Be a responsible camper, take all your rubbish from your pitch when you leave. We have general waste, recycling, glass and food bins on site. They may not be at the meadow you are in, please ask a Crofter if you are unsure where to go.

### **Fires & BBQ's:**

Fires are welcomed at Comrie Croft, please only have them in the fire bowls/pits provided. Ensure they are never left unattended and extinguished fully before going to bed. Wood and fire starters are available from our wood store. Please either pop into the shop to pay or use the PayPal QR code provided. Don't scavenge for wood in the camping woods, you can however do so at the top of the estate. At no time can you chop any of our trees.

Our camping team will empty the fire bowls on a regular basis, however if you feel yours needs to be emptied, please just ask a Crofter.

You are welcome to bring a BBQ (not disposable ones), please make sure it doesn't touch or scorch the grass and take care not to put ashes in a bin where they could start a fire.

### **Liability:**

We understand some situations and activities may be unfamiliar to you. We will provide advice if you need it, however:

- By using Comrie Croft facilities you accept you are undertaking outdoor activities in a natural environment where all risk is not "managed out", and you agree to take responsibility for your own Health and Safety and that of anyone

camping with you. Also, ensure responsible behaviour at all times to prevent accidents.

- You accept you will be using our facilities at your own risk. Our facilities are maintained in good working order, and we accept no liability for accidents or injuries however caused.
- You will secure, insure, and take care of all your property and possessions while at Comrie Croft. We accept no liability for any theft, loss, or damage to your property.

**Damage:**

We will seek payment for any damage to our, our neighbours or other client's property caused by you or a member of your party wilfully or through lack of care and attention.

**Non – Compliance:**

We reserve the right to make specific requests for compliance with the campsite rules and terms and conditions. If such compliance is not forthcoming, we will instruct you and/or specific members of your party to leave the premises as soon as possible. Such action will not be taken unreasonably or without discussion with yourself.

**Complains & Dissatisfaction:**

We hope you love Comrie Croft as much as we do. If you become dissatisfied for any reason, please raise your concern with a Crofter while onsite. Hopefully we can sort any issue there and then. If the matter remains unresolved or you'd rather discuss it later please email us as soon as you can so we can fully investigate – [info@comriecroft.com](mailto:info@comriecroft.com) or call 01764 670140.