

Camping at Forest Oak Farm

Terms and Conditions of Booking

1. Pitches are available from 1.00pm on the day your holiday commences. Arrivals must be no later than 8pm. If you arrive after 8.00pm you will be asked to pitch up in the late arrivals area (no electric available in Late Arrivals).
2. You must vacate by 11.00am on the day of departure and leave the pitch in a clean and tidy state. Pitches offered are for one unit only (tent, motor home, caravan or camping van), one vehicle.
3. You must inform us of any changes and extras prior to your arrival. Once you have made your booking and made either an initial payment or the full amount for your booking, the price of the holiday will not be subject to change unless your holiday requirements change.
4. We (or our booking agents) will confirm your booking indicating that a pitch has been reserved for you on the dates required. The pitch offered will be based upon the information supplied by you.
5. We let a pitch to you with the expectation that you will follow the usual customs of good camping and caravanning. We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.
6. You may request a specific pitch, BUT THIS IS NOT GUARANTEED. Sometimes specific pitches have to be re-allocated depending on need. We will inform you if we need to make a change after you have been informed of a specific pitch being reserved for you. Acceptance of a booking is not conditional on the allocation of a specific pitch.
7. Bookings are not transferable in any circumstances. Alterations by you to a booking after confirmation, will incur an administration charge of £2 per alteration. The person who signs the Booking Form is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers stated on the booking form.
8. NO REFUNDS ARE GIVEN EXCEPT UNDER THE TERMS AND CONDITIONS OF CANCELLATION. This does not cover adverse weather conditions.
9. We ask for an initial payment of 20% for your stay as a deposit (not including extras). For bank holidays or special events bookings 100% payment is due upon booking. No reminder is sent for the remaining payment. Payment of the full balance must be no less than 4 weeks before your holiday commences. If you wish to pay by cheque, the funds must be cleared at least 14 days before the start of your stay. Cash on arrival bookings must be arranged in advanced.
10. Refunds for cancellation will only be made in very exceptional circumstances and will incur an administration charge of £10. Cancellation by you due to inclement weather, non-arrival of party members, illness, arrival after the due date or events beyond our control are not considered exceptional circumstances. Supporting evidence for any claim is required. Photocopies are not acceptable. Refunds may be allowed in the event of serious injury or death of a member of your party or close relation. It also covers redundancy and jury service. To protect confidentiality, medical evidence need only be a letter from your doctor stating that it is inappropriate for a holiday to be taken. A £10 administration charge will be deducted from the monies refunded.
11. Groups of more than three couples or four families are not permitted during high and peak seasons, and by prior arrangement only at other times. We are not able to accept bookings from single sex parties of more than three or from

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- unaccompanied persons under the age of 18. If we see a group forming (unless by prior approval), we will ask you to leave and no refund of monies will be paid.
12. The contract is with Forest Oak Farm Ltd, Forest Oak Farm, Purlieu, Lydney, Gloucestershire. GL15 4LN. Forest Oak Farm Ltd will not be liable to any person visiting, for any personal injury, fatal or non-fatal unless caused by a negligent act or omission by the company or its employees. Forest Oak Farm Ltd will not be liable for any injury, loss or damage to any property including, motor vehicles and personal effects, howsoever caused or sustained.
 13. If, after your arrival we are unable to provide the pitch allocated to you, we will offer a pitch of the same or higher specification. If we cannot offer an alternative pitch we will refund your total holiday cost, but you will have no additional claim against us. If you wish to extend your stay beyond the booked dates, there is no guarantee that the same pitch will be available.
 14. Whilst every effort is made to ensure that all advertised facilities are available, it may be sometimes necessary to close or limit a facility for safety or improvement reasons.
 15. You must pitch as directed by the ground staff, not encroach upon any other pitches and consider fire risk limitation, safety and access. If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety and comfort of others you will be asked to move.
 16. A valid pass must be clearly displayed on your unit/vehicle at all times.
 17. The speed limit in all areas of the site is 5mph. Please drive SLOWLY. This includes any wheeled conveyances. Drivers must hold a license and have tax and MOT as appropriate. No recreational vehicles such as motorised scooters or quad bikes are allowed unless given prior approval by the proprietors.
 18. You must ensure children in your party are properly supervised at all times, in all areas of the Farm, including all amenities and when walking around the property.
 19. No use of bicycles is allowed in the camping field, dog exercise areas, walking paths or farm lanes.
 20. No bathing or paddling is allowed in the lake (except dogs in specified areas). Children under 14 years must be accompanied at all times around the lakeside area.
 21. If you bring a dog, this remains your responsibility at all times and must not be left unattended. You must clean up after your dog and respect the other visitors by keeping dogs under control. You should obtain the information for dog owners from reception or displayed in the Visitor information/Washing Up room.
 22. Open fires and ground level barbecues are not permitted. You may use marked barbecue areas (subject to availability) and all barbecues **must** be raised off the ground to prevent grass damage. The use of generators is not permitted on site before 8.00am and after 9.00pm.
 23. Cutting or damaging trees and other vegetation is strictly prohibited, and the natural conditions and wildlife are not to be disturbed. This includes tying ropes to, dumping waste, interfering with nests or driving nails into trees.
 24. If there is a problem or dissatisfaction with any matters under our control, please notify us immediately, so we may have the opportunity to rectify issues. We cannot accept liability in relation to any claim of whatever nature if you fail to notify us within seven days from the end of your stay with us.
 25. No other part of the site is allowed to be used for any purpose unless written permission is obtained and any additional costs are paid in full prior to use.