

TWO HOOTS GLAMPING, CARAVAN PARK & CAMPSITE

OVERVIEW OF OUR PARK FOR 2025 & 2026:

2025 season dates: 16th April to 27th October 2025 inclusive

2026 season dates: 27th March to 26th October 2026 inclusive

Glamping units may be open for longer each year

15 XL Grass Pitches with 10A EHU (our XL grass pitches are c. 15m depth x 9m wide)

Check in days are Monday to Friday inclusive

Check-in window is 1pm to 6pm daily | Depart by 11am

Minimum 2 night stays

No same day arrivals permitted (minimum booking notice required is 1 day prior to arrival date)

Book your pitch at time of booking (see site plan to decide on your pitch)

Pitches from £35/night (inclusive of EHU electric use, 2 adults, 1 car and use of the guest toilet/shower/kitchen block)

Everything you plan on bringing/pitching must fit on your booked pitch including your (maximum of) 2 cars

- *Nb. we'd prefer guests to arrive in one car/motorhome wherever possible*

Only one sleeping unit permitted per pitch

Glamping units prices as per our website

Full payment required at time of booking

All bookings must be made online on our website

No refunds

Some Glamping units not yet available to be booked

OVERVIEW OF OUR PARK RULES

Quiet hours: We all need some quiet time to rest and so we have a NO NOISE policy from 10pm to 7am

Outside of these 'Quiet hours' we ask that all guests refrain from playing loud music and be respectful of all other guests and our neighbours

Our park is exclusively for adults only (& maximum of 4 adults per pitch)

No dogs (nor any pets) permitted on to our site

No group bookings are permitted

No visitors are permitted to enter our gated park - access is only permitted for guests who have booked & paid to stay

Glamping accommodation, including areas around them, is purely for the use of the guests who booked to stay in the respective unit(s) - no other guests staying on the pitches nor other glamping units are permitted onto glamping units

and/or the areas around them

No fire pits/open fires are permitted

Pitch & glamping users can bring their own gas barbecues, tripod BBQ or similar to cook their meals on. We discourage the use of disposable BBQs as these are not eco-friendly & are also a fire hazard

There may be periods of high fire risk (typically during the summer) when all BBQs and any type of outside cooking equipment is banned

There is a 5mph speed limit throughout the site

Drones are not permitted to be flown over or operated from any part of our site

Electric Vehicle Charging – this is strictly forbidden anywhere on our park

Do not hang anything on the park's fences, plants or trees

CAMPING & TOURING PITCHES

(Tents, Trailer Tents, Camper Vans, Touring Caravans, American 5th Wheel Caravans, European Caravans and Motor Homes)

Pitches are £35/night (inclusive of EHU electric use, 2 adults, 1 car and use of the guest toilet/shower/kitchen block)

Maximum occupancy per pitch booking:

- 1 sleeping unit¹ per pitch
- maximum 4 adults per pitch
- maximum 2 cars per pitch (parked on your pitch)
- maximum 1 gazebo, awning or pup tent per pitch (these are not to be used for sleeping in)

**Nb. Gazebos (non-sided only), Awnings / pup tent (breathable ground sheet only & to be regularly moved to protect our grass for the next guests please)*

Bookable extras per pitch:

- £10 per pitch per night for each extra adult guest (i.e. £10pn each for adult 3 & adult 4 – maximum of 4 adults/pitch)
- £10 per pitch per night for an extra car (maximum of 1 car extra can be added per pitch)

**Nb. as an eco-friendly site, we try to discourage more than 1 car per booking*

Note ¹:

A 'unit' is a Tent, Trailer Tent, Camper Van, Touring Caravan, American 5th Wheel Caravan, European Caravan, Motor Home or similar

DETAILED BOOKING TERMS & CONDITIONS AND FULL PARK RULES

GENERAL

Two Hoots Glamping, Caravan Park & Campsite handles bookings from persons over 18 years of age (and over 21 years of age for all-adult groups). We reserve the right, without giving reasons, to refuse a booking. When you submit your booking through the online reservation system you will receive an automated booking summary e-mail, to the e-mail address provided. Please check the e-mail for any errors. The automated e-mail does not form a contract between you and Two Hoots Glamping, Caravan Park & Campsite. A contract will be formed when Two Hoots Glamping, Caravan Park & Campsite sends you a booking confirmation letter via e-mail. Any issues must always be notified by email within 7 days following the receipt of the booking confirmation letter or before the start of your stay if that occurs within 7 days.

CHECK-IN WINDOW IS 1PM TO 6PM (PITCHES) & 4PM TO 6PM (GLAMPING UNITS)

DEPARTURE IS BEFORE 11AM ON YOUR LAST DAY

MAXIMUM OCCUPANCY IS 4 ADULTS (FOR PITCHES) & 2 ADULTS (FOR PODS & TINY HOMES)

You must ensure that the maximum number of persons occupying the pitch does not exceed the maximum occupancy limits set out on our website / booking sites. We set maximum occupancy limits in line with the facilities, space and equipment available at Two Hoots Glamping, Caravan Park & Campsite and to comply with applicable health and safety, our site licence, insurance and other regulatory requirements. As such, we reserve the right to require you to leave the Site (without any compensation or refund) if you exceed the maximum occupancy limits.

PRICES

The prices on the Two Hoots Glamping, Caravan Park & Campsite website are not binding and Two Hoots Glamping, Caravan Park & Campsite reserves the right to modify these prices. The price stated on the booking confirmation letter (sent after automated booking summary) is binding. Special offers and/or discounts cannot be used after you have booked your stay.

PAYMENTS & CANCELLATIONS

We only accept online payment made at time of booking.

- i. Full payment for all bookings must be made at the time of booking or within 24 hours of making a provisional booking.
- ii. If full payment has not been paid within 24 hours of making a provisional booking, Two Hoots Glamping, Caravan Park & Campsite is entitled to unilaterally annul the agreement.
- iii. It is a condition of your booking that you obtain appropriate & comprehensive travel insurance for all members of your group. This should cover illness and/or cancellation and/or injuries during your stay.
- iv. Once you have made a booking(s) we are under no obligation to change any aspect of that booking(s) (dates, numbers of guests, etc..) and no refund will be due. Should we agree to change any aspect of your booking(s) then we may charge an administrative fee of 15% of the total value of your booking(s).
- v. **Important note:** Please make sure the terms of your comprehensive travel insurance cover you in the event you need to cancel a booking as we do not offer refunds in the event you need to cancel.

SITE LICENCE

Our site licence is issued by Winchester City Council and a copy is available to view in the notice board located in the car park.

SITE REGULATIONS

In order to make the stay at Two Hoots Glamping, Caravan Park & Campsite as pleasant as possible for everyone, all guests must keep to rules of behaviour listed here, behaving in a considerate and safe manner to all people onsite.

Two Hoots Glamping, Caravan Park & Campsite is set up to be a super quiet countryside site for the benefit of all guests to enjoy some relaxing time away from their busy lives.

Adult-only site.

No pets are permitted.

No extra guests are permitted to visit or stay.

Please be considerate of all other guests - No loud music (at any time) **and no noise between 10pm to 7am please.**

To help protect the environment and wildlife, please do not use glitter or confetti at the site.

Electric Vehicle Charging – this is strictly forbidden anywhere on our park.

Do not hang anything on the park's fences, plants or trees.

Plants and Trees must not be touched or disturbed.

Please do not smoke inside any of the accommodation units, guest toilets/showers/guest kitchen or near any wild grass areas due to the fire risks. As part of fire safety, cigarette butts must be disposed of safely (glamping units in the sand pots provided and pitch users safely in the main bins please).

Fireworks and sky lanterns are not allowed as they pose a risk of fire and are a danger to livestock.

Camping & Touring guests can bring their own gas barbecues, tripod BBQ or similar to cook their meals on and we discourage the use of disposable BBQs (as these are not eco-friendly & they can be a fire hazard – if these are used, please ensure they have fully cooled before putting them inside a bin). Please do not leave any cooking equipment unattended. Please use the patio slabs left by your pitch to protect the grass when cooking.

No fire pits/open fires are permitted.

NB. there may be times of high fire risk where the use of BBQs, etc. is not permitted.

No Large groups are allowed on site.

The Speed Limit is 5 mph and this must not be exceeded. Vehicles must be driven with care at all times, and be legally allowed to be driven on roads. A maximum of two cars are allowed to be parked per booked pitch.

Water: Please do not wash cars, caravans, motorhomes or tents on site.

Litter is to be disposed of responsibly. The bins provided by the main entrance to the park are only to be used for domestic use. Large items such as wind breaks, tents, gas bottles, etc. are not to be deposited in the bins, but taken home with you.

No Ball Games or other throwing games are permitted.

Caravans, vehicles, motorhomes, etc. are not to be maintained, serviced or repaired on the pitch. If you need to arrange for any essential maintenance work or repairs to your caravan, vehicle &/or motorhome, please contact us with at least 72 hours' notice so that appropriate arrangements may be made. We have the right to refuse admittance to all unknown or unexpected traders or visitors, and all contractors are to report to site management before going on to site. External Maintenance must not be performed on a pitch and will require the unit to be moved to the car park area or moved offsite before work can commence, whether attempted by you or a trader.

If the Site Regulations are breached, in serious circumstances, we may ask you to terminate your stay without a refund. Two Hoots Glamping, Caravan Park & Campsite reserves the right to make alterations to the set-up and opening hours of the facilities and supplies on the park. Please note that essential maintenance activities may be carried out at the park or to accommodation during your stay without you being entitled to any compensation.

COUNTRYSIDE CODE

We hope you love the natural environment as much as we do! We ask that you consider the Countryside Code including the following:

- * Leave gates as you find them, closing a gate if found closed.
- * Keep to public footpaths/the paths & do not walk across crops (this includes long grass) or pick wildflowers.
- * Leave no trace on the land. We provide a variety of bins in your accommodation and at the car park.

Please do not walk into any of the wild grass areas as there are animals, birds & creatures living there. Please be careful when walking on the park's grassed areas as the wildlife can often make holes/burrows.

MAKING ALTERATIONS

If **you** decide to make a major change to your booking we may charge a fee. We are not obliged to make any changes to the holiday after the booking has been confirmed, unless you wish to add packages to your holiday, subject to availability, add a booking, or move your holiday to a more expensive period. However, should we agree to change any aspect of your booking(s) then we may charge an administrative fee of £25.

As a condition of your booking, we require that you obtain appropriate travel insurance for all members of your group. This should cover loss of baggage, personal accident and for cancellations (for any reason).

If **we** need to change or cancel your booking: We do not expect to have to make changes to your booking, however sometimes problems happen, and bookings have to be changed or cancelled. Two Hoots Glamping, Caravan Park & Campsite has the right to do so. If we do need to change or cancel your booking, we will do our best to offer you a suitable alternative booking. If we are not able to offer you a suitable alternative, or if you do not accept the alternative we offer, the booking will be deemed cancelled and we will refund you the total amount you have paid us for the booking.

OUR RIGHT OF ACCESS

Our staff or contractors may need to access your pitch if there is an unforeseen problem, to investigate an incident you have raised, or to perform certain routine property checks. If this happens, we'll do our best to let you know in advance of the date and time that we will need access. If we do need to access your pitch for any reason, we'll always try to do so at reasonably convenient times (other than in the event of an emergency).

DAMAGES, BREAKAGES & CLEANING

Please let us know if anything gets broken so we can replace it for our next guests. We will only charge for replacements in exceptional circumstances, as we expect a degree of wear and tear. If damage is directly attributable to the guest, then we reserve the right to request payment towards costs of repair/replacement. Two Hoots Glamping, Caravan Park & Campsite reserves the right to invoice guests following their stay.

For extra cleaning: Guests are reminded that they must leave the pitch in the same condition as when they arrived, remove all food items and personal belongings, etc. from the pitch and to follow Two Hoots Glamping, Caravan Park & Campsite instructions about where to place rubbish etc..

OUR RIGHT TO EVICT

We may terminate our contract with you and ask you to leave your pitch and the Site immediately (without any compensation being payable) if:

- * we consider that you or your party have committed a serious breach of these terms and conditions;
- * we consider that your or your party's behaviour endangers the safety of our visitors or staff;
- * any complaints are made of anti-social, abusive or unacceptable behaviour against you or your party;
- * you or your party cause an unreasonable amount of damage to any part of the Site or its contents; or
- * you exceed the maximum occupancy limit for your pitch or accommodation

EVENTS BEYOND OUR CONTROL

We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control. An event outside our control means any act or event that is beyond our reasonable control, including without limitation severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

LIABILITY

Two Hoots Glamping, Caravan Park & Campsite accept no liability for:

- * theft, loss or damage, of whatever nature, during or as a result of a stay at Two Hoots Glamping, Caravan Park & Campsite.
- * any defect or out of action equipment and loss or closure of supplies at Two Hoots Glamping, Caravan Park &

Campsite.

Guests are responsible for any losses and/or damage which occurs as a direct or an indirect consequence of their stay, irrespective of whether any losses and/or damages are caused by themselves or by third parties who are at Two Hoots Glamping, Caravan Park & Campsite.

If you leave your pitch in an inappropriate condition, additional costs can be charged to you.

CAR PARK & SECURITY

For pitches: All cars to be parked on booked pitch(s) please – max of 2 cars per pitch booked.

If returning to site late at night (eg. after 10pm) or if leaving the site early (eg. before 8am), wherever possible pitch guests should park their car(s) in the car park to try to avoid disturbing other guests by early/late car movements.

We do have security CCTV monitoring the car park.

The entrance to Two Hoots Glamping, Caravan Park & Campsite is by way of electronic gates with key pad access – we will provide you with the latest gate code using within 24 hours of your check-in date. You agree that you will not share the gate code &/or accommodation code to anybody other than guests staying with you as part of your booking. Please note during peak periods we may need to set the entrance gates to a manual open/close operation and/or to stay open during daytime hours to ensure free-flowing car movements.

For your own and all guests security, when exiting the site, and if possible/if safe to do so, please wait for (or, if on manual, please close) the entrance gates to fully close before driving/walking/cycling off (or, if set to a manual open/close operation, please close them after entering and/or exiting).

WIFI

Generally the WiFi reaches most areas of our site however, overall, the Wifi coverage is not the best on our site due to its hilltop & rural location.

LOST PROPERTY RETURNS

For lost property returns, Two Hoots Glamping, Caravan Park & Campsite charges £10 for small items and £15 for large or valuable items towards staff costs for travelling to a Post Office plus the cost of postage and packaging.

ENTIRE AGREEMENT

This agreement constitutes the entire agreement between you and us and supersedes and extinguishes all previous promises, representations and undertakings. No one other than a party to this contract shall have any right to enforce any of its terms.

DATA PROTECTION

We will process your personal data provided as part of this activity in order to communicate with you about your booking and, from time to time, request feedback which will enable us to improve your future experience with Two Hoots Glamping, Caravan Park & Campsite. For more information about how we are processing your personal data, please see our Privacy Policy on our website.

If you wish to change the way we communicate with you at any time, please send an e-mail to:
hello@twohootsglamping.co.uk

In line with Immigration (Hotel Records) Order 1972, we reserve the right to capture details of non UK nationals which can be passed on to the UK Border Agency upon request. It is your responsibility to ensure you and your guests have the relevant travel documents required for the country you are visiting and the duration of your stay.

GENERAL

Your contract partner is Artizaen Ltd t/a Two Hoots Glamping, Caravan Park & Campsite. We are not bound by any printing errors.

GOVERNING LAW

These terms and conditions are governed by English law. You and we both agree to submit to the exclusive jurisdiction of the English courts.

Two Hoots Glamping, Caravan Park & Campsite, Sutton Wood Lane, Bighton, Hampshire. SO24 9SG

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