

WANDERLUST

camping club

Terms and Conditions for Certified Sites

1. Introduction

- 1.1. Please read and sign these Terms and Conditions for certified sites.
- 1.2. If you have already been certified by the Club, the 'Application' section may not apply.
- 1.3. Please print a copy for your own records.
- 1.4. By submitting an application to Wanderlust Camping Club you agree to the following terms and conditions

2. Interpretation

- 2.1. In these Terms, unless the context otherwise requires or admits the following expressions shall have the following meanings attached to them:

Club: Wanderlust Camping Club Ltd

Applicant / Site Owner: The campsite proprietor or manager

Contract: These Terms and Conditions

Certificate: A contractual permission granted by the Club to allow the Site Owner to operate as a certified site. The Certificate does not create a tenancy, lease, partnership, joint venture, employment relationship, or agency relationship between the parties

Membership: Visiting public who are or become members of the Club

Certification Period: Fixed annual period from 1 March to 28 February, unless terminated earlier in accordance with these Terms

Fees: All fees payable under these Terms, including (without limitation) Application Fee, Certificate Fee, Membership Fees, and related charges

3. Application and Initial Assessment

Application and Desktop Study

- 3.1. In order to process applications to join the Club as an authorised camping site, an Application Fee will be payable by the Applicant. The fee covers:
 - a. Liaising with the applicant
 - b. Conducting a desktop study

- c. Providing initial feedback

Site Visit

- 3.2. A site visit is the next part of the application process for all Applicants.
- 3.3. A separate site visit fee shall be payable in advance of the site visit taking place which will include mileage, sustenance, and accommodation if required.
- 3.4. The fee includes liaison with neighbours, Parish Council, Local Authority, Environmental Health.
- 3.5. Where further actions are required, including (without limitation) discussions or meetings with local authorities or agencies in connection with Water Protection Zones, Nutrient Protection Zones, SSSI, Public Highways, protected species, or Nitrate Vulnerable Zones, any meetings attended at the request of the Applicant shall be chargeable.
- 3.6. Estimated costs can be provided prior to commitment, and payment will be required in advance.

Non-Refundable Fees

- 3.7. All Fees are non-refundable due to the administrative, regulatory, and operational work undertaken by the Club in processing applications and maintaining Certificate.
- 3.8. Fees will only be refundable where the Club fails to carry out the services to which the Fee relates, and no work has yet been undertaken.
- 3.9. For the avoidance of doubt, no refund shall be issued where the Applicant withdraws, fails to provide required information, is declined, or otherwise discontinues the process.

4. Accuracy of Information

- 4.1. All information provided by the Applicant shall be deemed to be correct and complete.
- 4.2. The Club cannot be responsible for any consequences arising from inaccurate, incomplete, or misleading information, or from the omission of material facts.
- 4.3. It is the responsibility of the Applicant to disclose all relevant information during the application process, including (without limitation) any historical or current complaints, enforcement action, or objections from the Local Authority, Parish Council, neighbouring landowners, or any other relevant body.

5. Process and Acceptance

- 5.1. Upon receipt of all required information and full payment of applicable Fees, the Club will process the application at its earliest opportunity.
- 5.2. The Club shall not be held responsible for any delays arising for any reason.
- 5.3. Any notice served by the Club shall be deemed to have been served 48 hours after posting.

- 5.4. The Site Owner will not assign the Certificate without the express permission of the Club.
- 5.5. Acceptance into the Club is not guaranteed and remains at the sole discretion of the Club.

6. Site Requirements

Site Identification and Assignment

- 6.1. Land which is the subject of the application must be clearly identified on a plan and submitted to the Club for approval; no activity shall take place outside the approved area.
- 6.2. Certificate cannot be assigned or transferred without written consent.

Highway Safety

- 6.3. Complete recommended safety steps before first visitor arrival.
- 6.4. Failure may result in Certificate termination without notice.

Fire and Emergencies

- 6.5. Site Owners must ensure that:
 - a. A minimum of two (2) 2kg CO₂ fire extinguishers and two fire blankets must be available on site.
 - b. Display emergency procedures and identify first aiders.
 - c. Maintain fire/flood risk plan and up-to-date gas/electrical safety records.
 - d. All electrical infrastructure must be checked and certified by a suitably qualified electrician at intervals not exceeding three (3) years, and valid Certificate must be retained by the Site Owner and made available to the Club upon request.

Toilets and Hygiene

- 6.6. Where chemical toilets are to be used, provide chemical toilet disposal point accessible to HGVs.
- 6.7. No sewage discharge without Club approval (does not replace planning permission).

Refuse Disposal

- 6.8. Arrange regular waste collection; recommended bin size for large sites: 1,100L.

Insurance

- 6.9. The Site Owner must carry a suitable Policy of Public Liability insurance to a minimum value of £2 million.
- 6.10. Provide valid copies to the Club.
- 6.11. Suitable insurance must be provided for all activities on the land.

- 6.12. Accurate records of all visitors shall be made available to the Club upon request.

Spacing and Numbers

- 6.13. The Certificate permits a maximum of 5 hard units which includes: pods, shepherds huts, caravans, motor homes.
- 6.14. Additional accommodation may take the form of tents, yurts or bell tents subject to agreement with the Club.
- 6.15. The minimum recommended spacings are 10m for hard units and 12m for tents.

7. Promotion and Advertising

- 7.1. The Club places no restriction on the method of advertising, provided that no advertising is misleading or brings the Club into disrepute.
- 7.2. The Club logo shall be displayed on all advertisements and social media platforms when possible and appropriate.
- 7.3. Members should be encouraged to follow the club on social media channels for news and updates.
- 7.4. The Club sign should be clearly displayed at the entrance to the site.
- 7.5. The Club should be promoted in a positive way.
- 7.6. Where the Site does not operate year-round, the Site Owner must clearly display the Site's operating season and opening and closing dates on its website and on any booking listings. This information must be kept accurate and up to date and may be used by the Club to verify reported booking activity. Any changes to the operating season or season length must be discussed and agreed with the Club in advance.

8. Membership Obligations

Membership Requirement

- 8.1. One person per unit must pay membership fee for each stay.
- 8.2. The membership fee is payable each time a guest stays at a certified site and must be collected by the Site Owner.
- 8.3. The membership fee should be incorporated into the price of the stay or charged as a separate item. Booking platforms such as Pitch Up and Hipcamp offer functionality to add this as an additional charge.

Guest-Facing Wording

- 8.4. The following wording (or wording substantially similar) must appear clearly on all listings and booking pages:

Your booking includes Wanderlust Camping Club membership, giving you access to eco-friendly retreats across the UK. We'll securely share your name, email, and stay date with Wanderlust Camping Club Ltd to set up your membership. You'll

receive a welcome email and can opt out anytime. See our Privacy Policy for details.

Membership Information and Reporting

- 8.5. As a condition of holding a Certificate, the Site Owner must provide the Club with complete and accurate membership information for all bookings made at the Licensed Site. This includes the lead traveller's full name, email address, and start and end date of their stay.
- 8.6. Membership information must be submitted monthly via the designated platform (currently Monday.com). This reporting is essential to comply with Natural England's exemption rules, maintain the Wanderlust Certificate, and enable timely communication with members.
- 8.7. To support site owners during busy or challenging periods, a three-month leeway period is permitted for the submission of membership information. Where information is not provided within this timeframe, the Club reserves the right to issue estimated invoices based on average booking volumes until accurate information is received. Such invoices shall be payable in full and will be adjusted once accurate data is provided.
- 8.8. To support the accuracy of monthly membership reporting, the Club may, from time to time, request simple supporting evidence from the Site. This may include:
 - a. a screenshot of the Site's booking system calendar showing occupied dates;
 - b. a redacted monthly occupancy or revenue report; or
 - c. a redacted list of booking references or booking activity for the period concerned.
- 8.9. Such requests will be limited to what is necessary to confirm booking activity and will not require access to the Site's live booking system or any full personal data. The Site Owner agrees to provide the requested evidence within a reasonable timeframe.
- 8.10. While the Club will always seek to resolve matters constructively, failure to provide membership information may result in further action under the Suspension of Certificate provisions.

9. Data Protection and Privacy

- 9.1. For the purposes of this Agreement, the Club and the Site Owner acknowledge that personal data relating to guests who stay at the Licensed Site will be shared by the Site Owner with the Club. Such data shall be limited to the lead traveller's full name, email address, and start and end dates of stay (the "Membership Data"), unless otherwise required by law or expressly agreed in writing.
- 9.2. Each party acts as an independent Data Controller in respect of any personal data it processes under this Agreement. Membership Data is shared by the Site Owner with the Club for the purposes set out in these Terms and in the Club's Privacy Notice.

- 9.3. The Site Owner warrants that all Membership Data is collected and shared in compliance with the UK General Data Protection Regulation and the Data Protection Act 2018, including by providing guests with clear and transparent privacy information explaining that their personal data will be shared with the Club for membership administration and related purposes.
- 9.4. The Club shall process Membership Data for the purposes of administering guest membership, complying with applicable exemption and regulatory requirements, communicating with members, and operating the Wanderlust Camping Club in accordance with its legitimate interests and its Privacy Notice.
- 9.5. Membership Data must be submitted through the Club's designated platform and retained by each party only for as long as necessary to meet applicable legal, regulatory, and operational requirements, in accordance with the Club's Privacy Notice and the Site Owner's own data retention policies.
- 9.6. The Site Owner shall implement appropriate technical and organisational measures to safeguard Membership Data, including secure storage, restricted access, and ensuring that Membership Data is not disclosed to unauthorised third parties.
- 9.7. The Site Owner shall notify the Club without undue delay of any suspected or actual personal data breach relating to Membership Data which may affect the Club or the rights and freedoms of data subjects.
- 9.8. The Site Owner shall indemnify and keep indemnified the Club against all losses, claims, liabilities, costs, and penalties arising from the Site Owner's failure to comply with applicable data protection legislation in connection with Membership Data.

10. Payment Terms

- 10.1. Invoices are payable within 14 days of issue.
- 10.2. Interest may be applied to overdue invoices at 4% per annum above the Bank of England base rate, calculated from the due date until payment is received in full.

11. Suspension of Certificate

- 11.1. The Club values its partnership with each certified site and will aim to avoid disruption wherever possible.
- 11.2. Where Site Owner obligations are not met, including maintaining the site, providing membership information, or settling invoices, the Club reserves the right to suspend the Certificate.
- 11.3. During suspension, trading under Wanderlust Certificate is prohibited; the site must cease trading whilst suspended.
- 11.4. Suspension does not relieve the Site Owner of their obligation to pay outstanding fees.
- 11.5. The Club will always seek to resolve matters constructively before taking this step.

12. Contractual Clauses

Entire Agreement

- 12.1. These terms constitute the entire agreement.
- 12.2. The Site Owner acknowledges that it has not relied on any statement, promise or representation, or assurance made or given on or on behalf of the Club which is not expressly set out in these Terms.

Advice and Liability

- 12.3. The Club's role is limited to issuing and administering the Certificate.
- 12.4. The Site Owner is solely responsible for the safe operation, maintenance, and management of the site.
- 12.5. To the fullest extent permitted by law, the Club accepts no liability for any loss, damage, or injury arising from the operation or condition of the site.
- 12.6. Nothing in these Terms excludes or limits the Club's liability for death or personal injury caused by its negligence, or for fraud.
- 12.7. Any guidance or advice provided by the Club is informal, non-binding, and does not replace the Site Owner's responsibility to obtain professional or regulatory advice where required.

Fees and Payments

- 12.8. The Club reserves the right to review and amend its fee structure from time to time. Any changes to fees will not apply retrospectively and, where practicable, reasonable notice will be given to Site Owners.
- 12.9. The Certificate Fee is payable annually in advance for the Certification Period.
- 12.10. The Certificate Fee is non-refundable due to the administrative and regulatory work undertaken in establishing the Certificate, except where the Club fails to perform its obligations.
- 12.11. If any Fees are not paid by the due date, the Club may suspend and/or terminate the Certificate with immediate effect, without prejudice to its right to recover all outstanding sums.

Certificate Terms and Obligations

- 12.12. The Site Owner acknowledges that the Certificate is granted for a fixed annual period running from 1 March to 28 February and undertakes to comply with all obligations under these Terms for the full duration of the Certification Period.
- 12.13. Early termination by the Site Owner does not relieve them of any obligations under these Terms, including payment of all Fees due.

Termination and Insolvency

- 12.14. The Club may terminate the Certificate immediately where there is a material breach of these Terms or where the Site Owner becomes insolvent, enters liquidation, has an administrator or receiver appointed, or is adjudicated bankrupt.
- 12.15. The Site Owner shall provide to the Club a copy of any notices, demands, or enforcement correspondence from a Local Authority or other regulatory body relating to the site without delay.

Compliance

- 12.16. The Site Owner must remove any unauthorised buildings, structures or objects that the Club so requests within 28 days of a written request from the Club or its agents.
- 12.17. The Site Owner will have no right of set-off, whether statutory or otherwise.

Acceptance of Terms

By signing below (whether electronically or in handwritten form), the Site Owner confirms that they have read, understood, and agree to be bound by these Terms and Conditions, which constitute a legally binding agreement between the Site Owner and Wanderlust Camping Club Ltd.

Trading Dates: _____ to _____

Signed by Site Owner: _____

Name: _____

Date: _____

Contact Details

Wanderlust Camping Club Ltd

Licensed Glamping & Camping Club

www.wanderlustcampingclub.co.uk

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07460 599977

Registered in England & Wales

Company No. 13875449