



Orchard View Farm Glamping & Camping (OVF) Terms & Conditions 2027

Please read Rules carefully as a visitor to the site you agree & accept the rules of the site.

Introduction

Orchard View Farm runs on the basis of mutual respect, we do not have an extensive list of rules and regulations, nor do we mount hourly patrols to ensure compliance. So long as the few rules detailed below are adhered to and your fellow campers are all happy then we will get along just fine!

General T&Cs

1. Lead Camper must be aged 21 years
2. Any damage caused to any facilities/ bell tents/ pods due to mis use must be paid for
3. The pitch booked cannot be Guaranteed and will be confirmed on the day of arrival, but we will always do our best and if we have to move you, we will try to get you another pitch close by.
4. Groups of 4 plus pitches or more than 14 people must be cleared with the site owner prior to booking No single sex groups. No Stag / hen Parties permitted.
5. Only paying guests to be on the site after 10.30 pm and 08.00 am.
6. If you are asked by the site owners / staff to leave the site (for whatever) you will do so in the time limit set by site owners / staff.
7. Please keep to the speed limit of 5 MPH whilst on site for the comfort and safety of all.
8. We are a dog friendly site, but they must to be **kept on leads** at all times whilst on the site and it is your responsibility to clear up after your animal. Strictly No dogs allowed in play area, or facilities buildings. No dog exercising on the camping field. Dogs must never be left unattended in cars, caravans or tents etc.
9. Strictly No smoking in farm, shop, cafe or facilities buildings 10.. Litter is to be deposited in bins provided. As the producer of rubbish it is your responsibility to recycle as much of your waste as possible, we believe that doing this will help protect the future for those who come after us, recycling bins are available by our amenities buildings on site. We offer a general rubbish disposal bin, and a glass recycling bin. Strictly no camping equipment or large items to be placed in site bins. Please place all food waste in a bag.
10. Any broken camping equipment (tents, chairs gazebos, air beds etc) are to be taken home and **MUST NOT** be disposed off in the bins at Orchard View Farm.

11. The animals on the farm are not pets, please do not feed them unless accompanied by a member of staff. Areas where animals are present should not be entered unless with the express permission of farm staff.

12. Children must be supervised by an adult (18+) at all times. Children are not allowed in the farmyard unattended. Please respect that people without children may not want to hear your child, so please be aware of the amount of noise your children are making (especially evenings). Children must return to their tents etc by 9.30pm.

13. Only our combined fire pit/BBQ are allowed. These may be hired during the booking process or at the shop. Only logs purchased from us may be used.

14. You and your party will behave in a polite & respectful manner to fellow campers and site staff at all times.

15. You and your party will leave the facilities buildings in a clean and tidy manner, (children under 8 years to be supervised by an adult (18+) at all times).

16. Please keep noise to minimum after 10.30 pm. We do not tolerate any form of offensive language. We do not permit the use of car stereos playing whilst on site, no musical instruments, CD players or similar appliances to be used between 10.15pm - 9.00am.

17. We cannot be held responsible for someone else's bad or inconsiderate behaviour, If you or your party are asked to be quiet by a fellow camper or a member of staff & you do not take any notice & / or we receive complaints, it is likely that you will be asked to leave the next morning.

18. We do not permit the use of generators.

19. Drones on or near the campsite are not permitted.

20. Strictly No cycling is allowed on the campsite or in the farm shop grounds other than on the roadway whilst entering or leaving the site.

21. All persons using the site and it's facilities do so at their own risk. No responsibility is accepted by the owners for personal injury or inconvenience, loss or damage to personal property, including vehicles.

22. It is possible in some circumstances that facilities and access to the site may be temporarily withdrawn due to maintenance, renovation, adverse weather conditions, or if your holiday is affected by other factors outside of our control, we are unable to pay compensation or refund fees for any inconvenience.

23. **Deposits are not refundable.** All nights booked are chargeable in full and from 14 days before arrival there is no refunds of any fees. If the site has to cancel any booking from no fault of their own (eg compulsory government or regulatory closure) all customers will be able to rebook.

24. Very large/heavy, fifth wheel, slide out caravans/motorhomes are generally not suitable for our pitches No vehicles weighing over 3.5 tonnes to be on site.

25. In the event that circumstances beyond our control such as bad or severe weather or a Force Majeure Event (FME) we may close the site without refund – A FME means any circumstances affecting our business which is not within our reasonable control including, without limitation:

a. Acts of God, flood, drought, earthquake or other natural disaster

- b. Collapse of buildings, fire, explosion or accident
- c. Non-performance by suppliers or sub-contractors
- d. Interruption or failure of utility services
- e. Epidemic or pandemic situations

26. Exclusions – Neither Orchard View Farm nor any employee servant or agent shall be liable for any loss of, or loss or damage to any property including tents, awnings, motor vehicles and motorcycles or the like or any death, injury, loss or other damage, directly or indirectly sustained by or occasioned to any person, unless caused by our negligence.

27. Orchard View Farm accepts no responsibility to tents, vehicles, awnings, due to adverse weather conditions. Take any damaged items home with you, we are not responsible for their disposal.

28. Damage caused by children or other party members will be charged back to the person(s) responsible.

29. Children MUST be supervised at all times and NOT left to play or roam unattended.

30. On the day of your departure pitches must be vacated by 11.00am unless a late stay has been pre-arranged.