

# Silverhill Woodland Retreats

## Terms and Conditions

### 1. INFORMATION ABOUT US

JCS Camping Limited, trading as Silverhill Woodland Retreats, is the owner and operator of [www.silverhillwoodlandretreats.co.uk](http://www.silverhillwoodlandretreats.co.uk)

We are a company limited by guarantee registered in England and Wales under company number 05721313. Our registered company address is: Shardaroba, Silverhill Lane, Teversal, Sutton In Ashfield, Nottinghamshire NG17 3JJ Our VAT number is 875 541 888.

### 2. CONTACT US

If you would like any information about Silverhill Woodland Retreats you can contact us by phone on 01623 551838 or email [enquiries@silverhillwoodlandretreats.co.uk](mailto:enquiries@silverhillwoodlandretreats.co.uk) You can also write to Shardaroba, Silverhill Lane, Teversal, Sutton In Ashfield, Nottinghamshire NG17 3JJ

If you have any queries relating to these Terms & Conditions, Terms of Use, our Privacy Policy or Use of Cookies policy, please contact the Manager by letter at the address above.

Contact details can be found on our website on our Contact Us page.

### 3. TERMS & CONDITIONS

#### 3.1 General

Please read these terms and conditions carefully before completing your booking, i.e. before payment of any monies. We endeavour to supply complete, accurate and up to date information at the point of booking but we do not guarantee that content of our terms and conditions will be free from errors or omissions. We may from time to time amend these terms and conditions and suggest that you are fully aware of our most up to date policy before your arrival at site.

#### 3.2 Bookings

As Lead Booker:

- you must be 18 years or over
- you will be the first named person on the booking

- payment of your deposit is confirmation that you have read and agree on behalf of yourself and all members of your party to be bound by these Terms and Conditions before your arrival and during your stay on site; and
- you have the authority of all members of your party to disclose their details

### 3.3 Deposits

Deposits are non refundable and charged as follows:

- bookings up to and including 3 nights will require a minimum deposit of £25
- bookings of 4 nights and over will require a deposit of 25% of the total of your booking

### 3.4 Confirmations

Confirmations will be sent by email only, please ensure you enter a valid email address.

It is the responsibility of the Lead Booker to ensure that the confirmation is received and to check that all details are correct. Although we will always do our utmost to accommodate you, we cannot not be held responsible for any incorrect information or changes in your circumstances resulting in us no longer being able to accommodate you or your unit.

### 3.5 Payment of Final Balance

Payment of your final balance must be paid at least 14 nights prior to your arrival. Whilst we will make every endeavour to get in contact, any balances not paid in good time will result in your holiday being cancelled and your deposit will not be refunded.

### 3.6 Amendments/Cancellations

With the exception of adding additional nights, any amendments to your booking must be made at least 14 nights prior to your arrival date.

In the case of cancellations, your refund will depend on how close to the arrival date of your booking the cancellation occurs:

- Up to 14 nights prior to your booking = loss of deposit only
- 7 nights prior to your booking = 50% of the total value of your stay
- 0-6 nights prior to your booking = total loss of all fees paid

Bookings are not transferable to another party.

It is your responsibility to make sure you have sufficient holiday insurance in place to cover your booking.

### 3.7 Booking Restrictions

One night bookings will be accepted on Fridays or Saturdays but please telephone the site directly to check availability.

Bookings are not accepted for stag or hen parties or any other party events and JCS Camping reserves the right to refuse bookings without refund if any aspect of the booking is later found to be misrepresented.

## 3.8 Weather

Refunds will not be given in the event of bad weather unless we cancel your booking due to the same.

## 3.9 Force Majeure

JCS Camping will not be held responsible for refunds or expenses you incur in the event you are prevented from fulfilling your booking as a result of unforeseeable circumstances beyond our control ("force majeure"). These circumstances include but are not limited to:

- breakdown of your vehicle,
- epidemics or pandemics
- fuel shortages
- bad weather
- family or medical issues
- war
- terrorism
- riots or civil unrest
- natural disaster
- health risks or such similar events

Please make sure you have sufficient holiday insurance to cover your booking.

## 3.10 Arrival and Check-in

Check-in takes place from 13.00-20.00 and will not occur before this time, please do not arrive early.

Please ensure you report to reception upon your arrival.

Where the fee for a person over 60 has been selected, photo ID (bus pass, driving licence or passport) must be shown on check-in.

It is important to notify the site in advance on 01623 551838 if you are going to be delayed past the 8pm deadline.

If you are intending to delay your arrival until the following day please notify the site. If no notification is received by 8pm you will be considered a 'no show' and your booking will be cancelled without refund.

## 3.11 Your Pitch

Due to management of the site, requests for specific pitches or the pitching of ancillary equipment cannot be guaranteed but the site team will do their best to accommodate any preferences.

Please note that where possible we will do our utmost to pitch parties together or as close as possible, however we cannot guarantee this as pitches are not always available on the day.

It is your responsibility to ensure that the mains electrical cable from the hook-up point to your unit and the electrical installation of your unit are safe. It is advised that your unit has had a yearly service to ensure that all installations are as good as they can be.

Tents should use a purpose made mains supply unit incorporating a residual current device (RCD).

We do not permit the use of electric hook-up splitters.

The charging of electric cars is not permitted except at the electric vehicle charging point.

## **3.12 Staying on Site**

Pitching of ancillary equipment is at the discretion of site staff.

All facilities on site are provided for your convenience please use with care and respect.

Respect should be shown for the grounds of the campsite and surrounding areas. Do not under any circumstances dig or cause damage to the pitch or ground, cut hedges or trees.

Waste (grey) water must not be disposed of onto the pitches, the ground, in hedges or the woodlands.

Smoking is not permitted in any of the communal buildings. Cigarette butts are to be disposed of in the bin area and under no circumstances should they be thrown into communal building bins.

If there is any cause for you to telephone 999 for the emergency services whilst you are on site, please let a member of staff know. If this happens outside of hours then staff can be contacted via the doorbell on the reception door or the telephone numbers placed on the door.

## **3.13 Visitors**

Visitors are welcome but should not proceed onto site without first reporting to reception.

## **3.14 Pets**

Please note we do not allow on site any breed or cross breed of dog listed under the Dangerous Dogs Act 1991.

Well behaved pets are welcome but they should be kept within the confines of your pitch and must be kept on a lead of no more than 2 metres whilst on site.

Always clean up after your pets whilst on site and using the local footpaths.

You are responsible for any damage or injury caused by your pet whilst on site.

## **3.15 Recreation**

For everyone's enjoyment and the protection of units, vehicles and camping equipment games are not permitted in camping areas. Please feel free to use the play area for this purpose.

## **3.16 Noise**

To ensure everyone has a relaxing stay, no noise is permitted between the hours of 23.00 and 07.00. Outside of these hours noise needs to be kept to a reasonable level at all times.

Generators are not permitted.

## 3.17 Vehicles & Units

For the safety of all on site, there is a speed limit of 5mph at all times. We have a barrier which will close the entrance to the site between the hours of 23.00-07.00. No movement of vehicles is permitted on site between these hours and there is no access for any vehicle returning to site late. The only exception to this rule will be for emergency service vehicles.

Please inform a member of staff if you have a need to call a vehicle recovery service. The recovery technician should report to reception on their arrival.

## 3.18 Commercial Vehicles

Due to site licensing restrictions, we are unable to accommodate commercial vehicles on site. If you tow your caravan with a van or any sign written vehicle you will be asked to park it in the visitor car parking area if a space is available. Alternatively you will be asked to park on the highway outside. We are unable to accommodate campervans/motorhomes that are not fully converted. As a minimum these vehicles need to have side windows in the habitable area complete with privacy curtains. A mattress thrown into the back of your work van will not, unfortunately, count as a full conversion.

## 3.19 Sanitation

Please ensure that all chemical waste is disposed of at the designated chemical disposal point. Cleaning of chemical toilets must take place at this point only.

## 3.20 Safety

- BBQs must be purpose built and stand clear of the ground, i.e. on legs or blocks. Only charcoal or gas is permitted to be burned. The burning of wood is strictly prohibited and under no circumstances should barbecues be placed on the grass.
- Carbon monoxide poisoning kills – **NEVER** use a fuel burning appliance inside any part of your unit – even a cooling BBQ can be lethal.
- Open fires are strictly prohibited anywhere on site.
- Children camping with you should be supervised at all times in all areas of the campsite including communal buildings. Please make them aware of the dangers of large vehicles moving around the site.
- Occasionally on safety grounds, it may be necessary for staff to request campers to take down their awnings, gazebos or windbreaks.

- Gas cylinders must be no more than 15kg and stored in the designated storage compartment of your unit.
- Look out for guy ropes, pegs, electric leads and any other trip hazards as you travel around the campsite.
- The following are strictly forbidden to be used whilst you are staying on site: kites, model aircraft, remote controlled cars, drones, sky lanterns, catapults, air guns, firearms, bows and arrows. This list is not exhaustive.

## 3.21 Conduct Whilst on Site

Bad behaviour, the use of threatening behaviour and/or abusive language towards other campers or staff by any member of your party will not be tolerated under any circumstance and will result in them being asked to leave the site.

Children must be supervised properly so that they are not a danger to others or themselves.

Site rules are set for everyone's enjoyment and the staff should be treated with respect and consideration at all times.

## 3.22 Departure

The standard departure time is 12.00. It is often possible to arrange a late check-out at no additional cost but we will ask you to arrange this on the morning of your departure.

No refunds will be payable in the event you decide to vacate your pitch early. If you do decide to depart early please inform a member of staff so we know you have left the site.

## 3.23 Lost Property

We will safeguard any lost property for a period of 1 month. Thereafter, it will be disposed of appropriately or donated to a charity.

Postage and packaging plus a £10 administration fee will be payable if you would like your property to be returned by Royal Mail.

## 3.24 Queries & Complaints

Occasionally, you may have cause to complain. Please see a member of staff who will do all they can to resolve the matter.