

# Information & Booking Conditions

**Bookings** - It is not always necessary to book in advance in low season. It does, however, enable the Wardens to ensure the correct pitch is ready for your arrival. During the high season, it is essential to book in advance to guarantee a pitch. A deposit of £50 will be required at the time of booking. The balance is then payable 6 weeks before your arrival. If the booking is not taken up, the deposit is non-refundable. To cover for unknown eventualities **we strongly recommend guests take out comprehensive travel insurance**. Unless the park is notified of a non-arrival on the specified date, the management reserve the right to re-let the pitch the following day. Please note that payment by credit card attracts a 2% processing fee. Debit cards are welcomed at no extra charge. An administrative charge of £10 will be made to alter any ferry bookings after original acceptance. Your ferry tickets will be emailed or sent to you 2 weeks before your arrival.

**Arrival** - On arrival at Heathfield Farm Camping, all guests are required to check-in at reception **before** pitching. All fees are to be paid for in advance. The Wardens will do their best to meet customers' preferences and requirements wherever possible when allocating pitches. **Please inform us when making your booking of any special requests regarding location as it is likely that the changing of pitches on arrival is not possible.** As there are site management issues and safety standards which also have to be met, guests are asked to follow the Warden's direction when pitching. This is for the safety and well being of all guests. In exceptional circumstances due to poor ground conditions there may be a situation where a certain pitch may not be available. The Warden's will endeavour to find an alternative pitch. If this is not possible due to heavy demand a full pitch refund will be given.

**Cancellations** - Any cancellation must be confirmed in writing. If we are unable to re-let your pitch you will be liable for the full cost of your holiday. If we are able to re-let your cancelled holiday we will refund all monies paid minus a £50 administration fee. **You are therefore strongly advised to take out a suitable holiday cancellation policy.** Please note that once you have booked your pitch, you are entering a legal contract.

**Pitches** - An **Electric Pitch** is a minimum of 117sq metres and includes electric hook up. A **Large Electric Pitch** is 156sq metres and includes electric hook up. A **Standard Pitch** is a maximum of 100sq metres with no electric hook up. We are unable to accommodate tents larger than 9m x 9m, except by special arrangement. **All units, excluding guy lines, must be 3 metres apart.** This is required as a precaution against fire. Pitches are available from 12.00 noon on the day of arrival. The site **must** be vacated by 11.00am on the day of departure. If the pitch is not required by a new booking on the day of departure, guests may stay until 5pm that day for an additional fee. All property and refuse must be removed when vacating a pitch.

**Pup Tents, Awnings & Gazebos** - These can be accommodated on the pitch provided it does not encroach the 3 metre rule and should be placed next to the main unit. Awnings should be of a size as not to extend into the 3 metre gap. Open sided gazebos can be used as a porch or awning provided they fit onto the pitch and do not infringe the 3 metre rule. **Enclosed** gazebos are classed as another unit and will carry a further nightly fee. The Wardens will not allow any extension or addition to the main unit of accommodation if it does not comply with the 3 metre rule.

**Pets** - We welcome dogs but it is important they are kept under control at all times and are exercised only in the meadow or off-site. It is the owners' responsibility to clean up after their pet. The Wardens may inform any guest to remove their dog from site if, in their opinion, it is creating a nuisance to others. **We allow a maximum of 2 dogs per pitch.**

**Fires** - Camp fires are not permitted. BBQs are allowed provided they are raised off the ground. Bricks are provided for this opposite reception. A charge of £10 is made if any grass on the pitch is damaged from the improper use of BBQs.

**Disturbances** - Noise should be kept to a reasonable level at all times. This particularly applies to audio equipment/instruments. The site barrier closes at 10.30pm and from this time noise should be kept to an absolute minimum out of respect to other guests. Vehicle running & movement is prohibited on-site between 10.30pm and 7.00am, at which time the site barrier will re-open. We regret that generators are not permitted on the park. Persistent or excessive noise can result in termination of your holiday contract with immediate effect with no refunds given.

**Children & Recreation** - Children should be under the supervision of their parent/guardian at all times and never be left on the park on their own. Young children must be accompanied when using the toilets and shower facilities. Please use the games field for all ball and recreational games. Please note that Kite flying is strictly prohibited on-site because of overhead power lines.

**Late/Early Arrivals** - We do not allow new arrivals to check in at reception after 9.30pm. The site has a late arrivals area between the main entrance and the night barrier and this can be used by guests who are arriving after 9.30pm, by prior arrangement. Charges apply. Check in for these guests can then take place the following day. The night barrier is re-opened at 7.00am.

**Complaints** - If guests have a problem or complaint during their holiday, they should, in the first instance, bring this to the attention of the site Warden's. It will be dealt with as sympathetically and helpfully as possible. In order for us to investigate and implement corrective action wherever necessary, **we cannot entertain complaints made after a guest has left the park.**

**Management** - Empowerment for all aspects of the site operation lies with the Wardens. We reserve the right to refuse or terminate the stay of any person(s) creating a nuisance to others.

**General** - The Proprietors/Wardens will immediately terminate your holiday contract should any person be involved in conduct prejudicial to the well-being of others. Heathfield Farm Camping shall not be liable for injury, death, loss, damage, accident or additional expense, however caused, occasioned to or incurred by any other guest or other person. All our staff are trained to be courteous and polite to guests, and we expect our guests to extend the same courtesy to our staff. Any person who is rude, offensive or aggressive towards our staff will be required to leave the park and no refund will be given. Heathfield Farm Camping accepts no responsibility whatsoever, for loss or damage to persons or their property arising from the use of the site or its facilities.



## Accommodation Pre-Booked Rates 2016

Charges Per Night	1st May - 20th May	21st May - 15th July	16th July - 31st Aug	1st Sept - 30th Sept
2 Adults (with electric)	£15.00	£19.00	£25.00	£15.00
2 Adults (without electric)	£13.00	£16.00	£22.00	£13.00
Extra Adult (15 years and over) & Backpackers	£7.50	£8.50	£9.50	£7.50
Extra Child (5-14)	£3.50	£4.00	£6.00	£3.50
Premier View / Large Pitch Supplement	£3.00	£3.00	£3.00	£3.00
Dog / Extra Vehicle / Open Sided Awning / Pup Tent	£3.50	£3.50	£3.50	£3.50
Enclosed Gazebo / Awning	£5.50	£5.50	£5.50	£5.50
Over 50'S 7 Night Special (2 Adults With Electric)	£90	£90	N/A	£90

## Ferry Tariff - Car only

NB: Red Funnel Motorhomes up to 6 mtrs prices as below, then for each additional metre, add £10 supplement

Departure Date 2016	RED FUNNEL		WIGHTLINK	
	Southampton - East Cowes Up to 4 nights	Southampton - East Cowes 5 nights or more	Portsmouth - Fishbourne & Lymington - Yarmouth Up to 4 nights	Portsmouth - Fishbourne & Lymington - Yarmouth 5 nights or more
19th - 24th March	£60	£70	£65	£85
25th - 28th March	£99	£129	£99	£115
29th March - 26th May	£65	£79	£65	£85
27th- 30th May	£99	£129	£99	£115
31st May - 8th June	£65	£79	£65	£85
4th, 9th & 13th June	£99	£129	£112	£129
10th - 12th June	£65	£79	£65	£85
14th June - 20th July	£65	£79	£65	£85
21st July - 4th Sept	£69 or £99 for Saturday travel	£99 or £129 for Saturday travel	£85 or £119 for Saturday travel	£105 or £137 for Saturday travel
5th - 7th Sep	£65	£79	£65	£85
8th, 10th & 12th Sept	£99	£129	£112	£129
9th & 11th Sept & 13th Sept - 2nd Oct	£65	£79	£65	£85
3rd - 31st October	£60	£70	£65	£85

### PLEASE NOTE:

The prices shown above are for a car (Wightlink up to 5m & Red Funnel upto 5.5m long and 2.24 metres in height) and up to 6 people.

For vehicles over 2.24 metres in height and/or exceeding 5 metres (Wightlink) or 5.5 metres (Red Funnel) in length prices are available on request. (Don't forget to include roof boxes, roof racks, bike racks or towed vehicles in the measurements).

Remember to indicate your **total** length of vehicles on the booking form to ensure you are allocated the correct space on the ferry.

All of the above fares are subject to change by the ferry companies depending on the availability of our trade rates. We will be pleased to confirm your ferry cost at the time of booking.

Ferry tickets will be issued two weeks prior to date of travel and after receipt of your final balance. An administration charge of £10 will be made for any ferry booking alterations.

Red Funnel and Wightlink have conditions of carriage which we request you view online at [www.redfunnel.co.uk](http://www.redfunnel.co.uk) or [www.wightlink.co.uk](http://www.wightlink.co.uk).