

# Terms & Conditions of Booking

My campsite refers to 'Llansawel Agored' through this document.

By making a holiday booking you accept the following Terms & Conditions:

## The Greener Camping Club

In order to comply with countryside planning policy, we operate as a Greener Camping Club members-only campsite. The Club was established by people with a passion for sustainable, eco-friendly camping holidays. When you book your holiday with us, you will be enrolled as a member of the Club. Membership costs just £12 for the calendar year and gives you access to some of the greenest campsites in the UK. It also includes participation in the Club's 'Trees for Life' scheme, whereby a tree is planted for every member we enrol.

## Payment

We request the full fee at time of booking your pitch or unit to ensure your booking. Please note that the deposit includes full payment (£12) for your Greener Camping Club membership. With an enquiry we could be happy to hold a unit for seven days, after which, if we have not received your payment, the dates will be released.

## Cancellation by You

If you cancel your holiday six weeks or more before your arrival date we will refund you the entirety of your stay less a £20 admin fee and the £12 Greener Camping Club membership fee (which is not refundable).

If you cancel your holiday between six and two weeks before your arrival date and we are able to re-let your holiday for the dates you have booked, we will refund you, less a £20 admin fee. The Greener Camping Club membership fee is not refundable. In the event that we are unable re-let your dates, a refund of 75% will be made.

If you cancel your holiday less than two weeks before your arrival date and we are able to re-let your holiday for the dates you have booked, we will refund you, less a £20 admin fee. The Greener Camping Club membership fee is not refundable. In the event that we are unable re-let your dates, a refund of 50% will be made.

Bookings are not transferable to another family without our prior agreement in writing. If you are concerned about the prospect of cancellation, please take out holiday insurance. Please see further info below.

## Cancellation by Us

My Campsite reserves the right to cancel a holiday unit at short notice if we are unable to provide safe yurt accommodation or camping environment, due to extreme weather conditions, ill health, fire, flooding **or any other extenuating circumstances beyond our control**. Under such circumstances, your full payment will be returned to you. My Campsite cannot accept liability or responsibility for any loss, including consequential loss, caused by cancellation. Unfortunately the Greener Camping Club membership fee is not refundable.

## Cancellation in the Event of Covid-19 Infection

What happens if you have to cancel your booking for any of the following reasons:

- You or a member of your party have a positive Covid-19 test
- You or a member of your party have to self-isolate due to contact with a Covid-19 sufferer
- You or a member of your party develop Covid-19 symptoms and are awaiting test results
- Your area is put into a localised lockdown - that means you will be breaking the law if you travel.

If any of the above apply we will do our best to offer you alternative dates for your holiday. If that is not possible then the '**Cancellation by You**' clause will apply.

## Special Coronavirus Condition

If, as a result Government restrictions on campsites we are forced to cancel your holiday, we make a heartfelt request that rather than a refund, we instead hold your payment as a credit against a later stay, valid for up to 14 months from your original holiday dates. If you postpone until the following year your Greener Camping Club membership will be carried over to the end of that year. As a small business, we are wholly dependent on your custom for our survival. We realise these are difficult times for all, but your support will help us get through this and continue to make My Campsite a wonderful place to stay.

## Children & Adults Safety

There are many opportunities for play and adventure at My Campsite. Our aim is for children to have a truly enriching experience of space and freedom. But there are contingent risks to be aware of. We permit campfires, we have a couple of axes for making kindling and splitting firewood, the glamping units have wood burning stoves, there is a shallow stream at the edge the land, there is occasionally machinery around. These risks are small and should be self-evident - but if you are not clear, please ask! My Campsite accepts no responsibility for injury incurred on site. Parents are responsible for the supervision of their children on site at all times.

## Arrival & Departure Times

Arrival time is between 3pm and 8pm. We like all arrivals to inform us by text to 07951537960 when you are around 30 minutes away so we can ensure to meet you on arrival.

On departure day, please vacate your camping pitch by 11am, or glamping unit by 10am.

## Cars & Campervans

We do not allow cars onto our camping areas due to the sound of doors opening and closing or engines running and to improve the safety of those staying. We do have trolleys to transport your gear and we are on hand to assist with moving in and checking out to make this easy for you while maintaining our peaceful environment.

## Consideration for Others

This is a peaceful, quiet campsite for the enjoyment of nature. We do not allow radios, stereos or other sound systems and only quiet talking is permitted after 20:00. Acoustic instruments can be played before then, such as guitars, harmonicas, flutes etc. Noisy visitors who disturb other guests will be asked to leave, without refund.

## Recycling & Rubbish

All rubbish must be recycled. That means separating glass, tins, plastic, paper, cardboard, food waste etc. and placing them in the designated bins. We do not allow any other waste.

## Campfires

Please only use the designated campfire places and do not enlarge or alter the position of the designated campfire places. Do not leave your campfire unattended and think carefully about whether or not to light a fire if it is windy. My Campsite accepts no liability for injury or damage caused by your campfire. By lighting it you accept full responsibility for it.

## Chemical Toilet Disposal

If you bring a portable toilet and wish to dispose of the contents in our disposal point (CDP), please ensure that the chemical used does not contain formaldehyde, chlorine, bleach or any other corrosive/toxic chemical (blue chemicals). We can supply (at cost) a green chemical that is 100% biodegradable and septic tank friendly.

## Day Visitors

Day visitors are only permitted by prior agreement. Fees may apply.

## Property Loss

My Campsite cannot be held responsible for any lost or stolen property.

## Smokers

If you do need to smoke, do it outside of any undercover area and dispose of your cigarette ends in the campfire or appropriate bin.

## Dog Policy

We do occasionally allow dogs onto our site, this will fully depend on the time of year and how busy the site is. Any dogs staying on site need to be confirmed in writing before arrival. Dogs are to be kept on the lead at all times, dogs are not allowed into the glamping units, dogs are not to be left unattended, dogs need to be picked up after. Please contact [opportunities@llansawelagored.com](mailto:opportunities@llansawelagored.com) for more information.

## **The Weather**

This campsite can be subjected to harsh weather conditions. Very strong winds and torrential rain can occur at any time of year. You must ensure that your tent is robust and pitched correctly. In some cases we may ask you to move to another pitch. Please note, we do not provide a refund because the weather has not worked out, nor is not to your liking.

Extreme weather (met office Amber and above) is covered in 'Cancellations by Us'.

## **Additional Terms & Conditions relating to glamping bookings**

### **Gas for the Camp Kitchen**

Gas for the camp kitchen cooker is included in the price of the booking. Please use the gas cooker in accordance with the instructions and never leave anything aflame if you are not in attendance.

### **Breakages & Damage**

Should any damage or breakages occur, other than acceptable wear and tear, a charge for repairs or replacement will be made. We reserve the right to charge for excessive cleaning where a yurt has been left in an unacceptable condition, through waste, litter, interference in the structure, movement of furniture and contents etc. Guests will be held responsible for any fire, smoke or general damage, or alteration to the structure caused by negligence.

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