Cotswold View Caravan & Camping
Banbury Hill Farm
Enstone Road, Charlbury
Oxfordshire, OX7 3JH
Tel: 01608 810314
Email: info@cotswoldview.co.uk
Website: www.cotswoldview.co.uk

Booking Conditions

(Last updated 20.10.26)

These Booking Conditions incorporate the Site Rules, the Keeping Safe on Site terms, and any other document referred to within them, such as the Countryside Code. Together, these shall apply to each booking you make and form the basis of your contract with Cotswold View Caravan and Camping ("we", "us" and "our"). Please read them carefully as they set out our respective rights and obligations. References to "you", "your" and "they" in these Booking Conditions mean you (the person named on the booking confirmation), anyone who is added or substituted at a later date, and all members of your party, including children and any day visitors. You must ensure that all members of your party are aware of and comply with these Booking Conditions. Our agreement continues until the last member of your party has left the site, including any extension to your stay and for such time afterwards as may be necessary. By making a booking (including a 'multiple booking'), the first named person on the booking agrees on behalf of all persons detailed on the booking that:

1. they have read these Booking Conditions and have the authority to, and do agree to, be bound by them;

2. they acknowledge that we will process personal information in accordance with our Privacy Policy and confirm that they are authorised to provide us with the personal details of other persons named on the booking;

3. they are over 18 years of age and, where booking any service subject to an age restriction, confirm that they and all relevant members of their party meet the applicable age requirements;

4. they accept financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

If you accept these Booking Conditions, the Site Rules and the Keeping Safe on Site, please tick the appropriate box as part of the site booking process via the website. When booking via a member of our team in the office by phone or email, or directly with site staff you must accept these Booking Conditions as part of the booking process. If you refuse to accept these Booking Conditions when placing a booking on any of our booking channels, you will not be able to make a booking. These Booking Conditions are available on our website and at the time of booking. If you have any queries about the policy, please contact us. These Booking Conditions may be updated or amended from time to time. The version applicable to your booking will be the version in force at the time your booking is made, unless a change is required by law. The most recent version will be available on our website.

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1. **Countryside Code and Site Rules:** We ask that our guests follow the Countryside Code as well as the conditions set out below and our Site Rules, displayed in our Tourist Information Centre, to ensure that everyone has an enjoyable stay with us.

2. **Pitch Selection:** We are pleased to offer guests the option to select their preferred pitch when making a booking. Whilst we will do our utmost to honour your selected pitch, pitch selection is a preference and cannot be guaranteed. We may need to allocate you an alternative suitable pitch where reasonably necessary due to unforeseen circumstances or operational requirements, including essential maintenance, electrical, water or drainage issues, ground conditions, adverse weather or safety considerations. A change of pitch in these circumstances does not constitute a cancellation of your booking by us and does not entitle you to cancel or receive a refund solely because your selected pitch is unavailable. Where possible, we will notify you of any change before your arrival.

3. **Group and Party Bookings:** We do not accept hen or stag parties, or groups where the primary purpose of the stay is a party or similar gathering. Guests under the age of 18 must be accompanied by a parent or legal guardian who is staying on site.

4. **Park Facilities:** During the season, the availability of some park facilities, including amenity blocks, may be reduced or limited depending on occupancy levels, maintenance requirements or other operational circumstances. The temporary closure or reduced availability of facilities where reasonable alternative facilities remain available will not result in a reduction to the price of your booking.

5. **Minimum and Maximum Stays:** We are happy to accept bookings for any number of nights, subject to our minimum and maximum stay requirements. During High Season weekends, the minimum stay is 2 nights, and during Bank Holiday weekends the minimum stay is 3 nights. The maximum stay on any grass pitch or in a camping pod is 7 nights, and the maximum stay on any hardstanding pitch is 14 nights. The 7-night limit on grass pitches allows the ground time to rest and recover between longer stays. These maximum stay limits cannot be extended. Availability within our online booking calendar will be restricted to reflect these maximum stay durations.

6. **Extending Your Stay:** Subject to the maximum stay limits set out above, any extension to your booking must be arranged with Reception and is subject to availability. An extension may require you to move to a different pitch, as we cannot guarantee that your existing pitch will be available beyond your original departure date. Please do not book additional nights online, as this creates a separate booking and does not guarantee that you will be able to remain on your existing pitch. Under no circumstances can an extension result in your stay exceeding the maximum stay limits set out above.

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7. **Multiple Bookings:** We have a 5-pitch limit for groups wishing to pitch together. Larger groups may be permitted entirely at management's discretion and must be approved in advance by telephone, in person or by email. Please note that group bookings made directly through our online booking system which bypass the required prior approval may be rejected. Should bookings forming part of a group be made separately in order to avoid our group booking restrictions, we reserve the right to refuse or cancel those bookings or take appropriate action in accordance with these Booking Conditions.

8. **Group Responsibilities:** By making a booking or multiple booking at Cotswold View, you are confirming that everyone in your group agrees to comply with these Booking Conditions and our Site Rules. Serious or repeated breaches by members of a group may result in some or all members of the group being required to leave the site in accordance with clause 9.

9. **Behaviour and Removal from the Site:** All guests and visitors are expected to behave responsibly and with consideration for other guests, our staff and the local community, and must comply with our Site Rules. We will not tolerate excessive noise, abusive, threatening, intimidating or seriously disruptive behaviour, or any other serious or repeated breach of our Booking Conditions or Site Rules. Where reasonably appropriate, we will give you the opportunity to correct the behaviour. However, in cases of serious misconduct, or where a warning is not appropriate, we reserve the right to require the person(s) responsible to leave the site immediately. No refund will be provided where a stay is terminated as a result of serious or repeated misconduct or breach of our Booking Conditions or Site Rules.

10. **Damage and Loss:** You are responsible for any damage or loss caused by you, members of your party, your visitors or your pets as a result of deliberate, negligent or reckless behaviour. You must report any damage caused during your stay to Reception as soon as reasonably possible. We reserve the right to recover the reasonable cost of repairing any damage or replacing any property resulting from such behaviour.

11. **Electric Vehicle Charging:** Electric and hybrid vehicles may only be charged using the designated EV charging points located by the campsite Reception. Charges are payable directly through the EV charging system at the time of use. Charging a vehicle anywhere else on the site is strictly prohibited. This includes charging from pitch electrical hook-ups, camping pods, amenity blocks or any other electrical outlet on the site.

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12. **Arrivals, Vehicles, ANPR and CCTV:** To gain access to the site, you must provide an accurate vehicle registration number as we operate an ANPR barrier system. Guests are responsible for ensuring that all vehicle registration details provided to us are complete and accurate.

    One vehicle is included with each pitch or camping pod. Additional vehicles must be booked and paid for in advance of arrival.

    Details of your pitch location will be sent to you by email prior to arrival. Pitches are available from 12:30pm and camping pods from 2:00pm. We accept arrivals up to 8:00pm during High Season and 6:00pm at all other times.

    Quiet hours are between 11:00pm and 7:00am. During these times, noise must be kept to a minimum and we ask that vehicle movements on the site are avoided except in an emergency. The ANPR barrier remains operational during quiet hours.

    CCTV is in operation across parts of the site for security and the safety of our guests, visitors and staff. Further information about our use of CCTV and ANPR, including how we process personal information, is available in our Privacy Policy.

13. **Departure and Late Checkout:** All guests must vacate their pitch or accommodation by 12:00pm (midday) on the day of departure. For camping and touring pitches, late checkout until 3:00pm may be available for an additional charge of £15, subject to availability and management approval. This must be agreed with Reception during your stay, cannot be guaranteed in advance, and may not be available where the pitch is required for an arriving guest. Unless late checkout has been confirmed by Reception, the standard 12:00pm checkout time applies.

14. **Safety, Children and Pets:** By the very nature of our lovely woodland surroundings, we ask that great care is taken at all times, especially the proper supervision of children and pets, so that they are not a nuisance or danger to themselves or others. For your own enjoyment and safety, we insist that the Site Rules are strictly adhered to. If an accident requiring medical attention or involving damage to property occurs on site, please report it to Reception or a member of management as soon as reasonably possible.

15. **Vehicles, Caravans and Liability:** All caravans and vehicles parked, stored and moved on the site are done so at the owner's risk and the company will not accept any liability for loss or damage to the property, or injury to the owner or their party unless the company is found to be negligent. Owners are required to comply with applicable road traffic laws while on the Park and to keep their vehicles and caravans appropriately insured throughout their stay. Vehicle speeds should not exceed 5mph (equivalent to a vehicle being in first gear or a person moving at a walking pace). Unfortunately, commercial vehicles (i.e. vans) are not permitted on the Park except by prior arrangement. This is a touring caravan and camping park, we cannot accommodate those using caravans, motor homes or tents for residential or employment purposes.

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16. **Prices and Booking Errors:** We take reasonable care to ensure that all prices and information shown on our website and booking system are accurate. If we identify an obvious pricing or booking error, we will contact you as soon as reasonably possible to explain the error and discuss the options available.

    Prices or information displayed on third-party websites may occasionally be outdated or differ from our current prices. For the most up-to-date pricing and availability, please refer to our website or contact us directly.

17. **Deposit and Payment:** Payment in full is required at the time of booking for all 1 or 2 night bookings and for 3 night bookings over Bank Holiday weekends. For longer bookings, a deposit of £50.00 per pitch or camping pod is required at the time of booking and will be deducted from the total cost of your stay. The remaining balance must be paid at least 28 days before your arrival date.

    If the balance is not received by the due date, we reserve the right to cancel your booking. Any amount retained following cancellation will be dealt with in accordance with our Holiday Cancellation Policy below.

18. **Holiday Cancellation Policy:**

    Booking Changes. You may amend your booking online or by telephone free of charge up to 14 days before your arrival date. All changes are subject to availability and any difference in price.

    Changes that reduce the total value of your booking are not permitted. Where a change increases the total value of your booking, the additional cost must be paid. Any extension to your stay is subject to availability and the maximum stay limits set out in these Booking Conditions.

    If you change your arrival date, the cancellation terms applicable to your original arrival date will continue to apply. Changing your arrival date does not reset the cancellation terms for your booking.

    Early Departure. If you decide to leave before the end of your booked stay, please inform Reception as soon as possible. No refund will be provided for any unused part of your booking.

    Cancellation by you (the customer). You may cancel your booking at any time. All cancellations must be submitted to us in writing by email and should include your booking reference. Your cancellation will take effect from the date we receive your cancellation email.

    More than 28 days before arrival: A cancellation charge of £50.00 per pitch or camping pod will apply. Where less than £50.00 has been paid towards the booking at the time of cancellation, the cancellation charge will be limited to the amount already paid.

    28 days or less before arrival: 100% of the total booking cost will be payable and no refund will be provided.

    These cancellation terms apply equally to touring pitches, camping pitches and camping pods.

    We strongly recommend that you take out suitable travel insurance to cover cancellation and other financial losses.

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No Shows. If you do not arrive on your booked arrival date and have not contacted us to advise of a later arrival, your booking will be treated as a no show. No refund will be provided for any unused part of the booking. If we have not heard from you by 10:00am on the day following your scheduled arrival, we reserve the right to cancel the remainder of your booking and reallocate your pitch or camping pod.

Cancellation by us (the company). If we are unable to provide your booked stay and have to cancel your booking before it is due to start, you will be entitled to a full refund of the money you have paid to us.

19. **Transfer of Booking:** If you are unable to travel, you may request to transfer your booking to another person free of charge, subject to our approval. You must notify us at least 7 days before your arrival date. The replacement guest must satisfy all conditions applicable to the booking and agree to these Booking Conditions and our Site Rules. The transfer applies to the existing booking only and does not include any change to the dates, pitch or accommodation type unless separately agreed by us. Any outstanding balance or additional costs resulting from the transfer must be paid before the transfer is confirmed.

20. **Booking Extras:** One vehicle is included with each pitch. Additional items, including a second vehicle, gazebo or pup tent, are classed as Booking Extras and may be subject to an additional charge. Motorhomes and campervans may have one additional car free of charge, subject to there being sufficient space within the allocated pitch.

    Booking Extras should be added and paid for before your arrival. Requests to add Extras during your stay are subject to availability and our approval, and we reserve the right to refuse an Extra where it cannot reasonably be accommodated. Any applicable charge for the Extra must be paid before it is used or brought onto your pitch.

21. **Insurance:** We strongly recommend that you obtain appropriate travel insurance to cover your personal requirements, including cancellation charges and other financial losses arising from your stay. You should ensure that any policy you purchase provides suitable cover for your individual circumstances, including any relevant pre-existing medical conditions.

22. **Complaints:** We make every effort to ensure that your booked arrangements run smoothly but if you do have a problem during your stay, please inform Reception as soon as possible so that we have the opportunity to put things right. If you wish to make a complaint, please send notice of your complaint to us within 28 days of the end date of your stay via our 'Contact us' page on our website (alternatively write to us). Please include your booking reference and sufficient details of your complaint to allow us to investigate the matter properly. Providing this information will help us investigate and respond to your complaint promptly. Failure to follow this procedure may affect our ability, and that of any applicable supplier, to investigate and resolve your complaint effectively.

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23. **Force Majeure:** We will not be responsible for any failure or delay in providing your booking where this is caused by circumstances beyond our reasonable control and which we could not reasonably have avoided. Such circumstances may include severe or extreme weather, flooding, fire, major utility failures, serious health emergencies, government restrictions or other events outside our reasonable control.

    If such circumstances affect your stay, we will take reasonable steps to minimise the impact on you and, where possible, provide a suitable alternative. If circumstances beyond our reasonable control mean that we are unable to provide your booked stay, we will contact you as soon as reasonably possible to explain the options available.

24. **Data Protection:** We collect and process personal information for the purposes of administering your booking and providing your stay at Cotswold View Caravan and Camping. Your personal information will be processed in accordance with our Privacy Policy. Where applicable, we may also share relevant information with CampStead Ltd, our booking system provider.

25. **Photography, Filming and Drones:** Guests are welcome to take photographs and videos for their own personal use, provided this is done respectfully and does not intrude on the privacy or enjoyment of other guests. Photography or filming is not permitted in toilets, showers, changing areas or other areas where privacy would reasonably be expected.

    Photography, filming or other recording for commercial, promotional or publication purposes is not permitted without our prior written permission.

    The use of drones anywhere on the site by guests or visitors is strictly prohibited.

    We may occasionally take, or commission professional photographers or videographers to take, photographs and video footage of the park for promotional, marketing or other legitimate business purposes. Where filming or photography is taking place, we will take reasonable steps to make guests aware. Where individuals are the identifiable focus of promotional photography or filming, we will take appropriate steps regarding permission and the use of those images. Further information about how we use personal information is available in our Privacy Policy.