

COTSWOLD VIEW



Cotswold View Caravan & Camping Park

Banbury Hill Farm

Enstone Road, Charlbury

Oxfordshire, OX7 3JH

Tel: 01608 810314

Email: info@cotswoldview.co.uk

Website: www.cotswoldview.co.uk

Booking Conditions

These Booking Conditions incorporate the [Site Rules](#), the [Keeping Safe on Site](#) terms, and any other document referred to within them such as [Countryside Code](#) shall apply to each booking you make and shall form the basis of your contract with Cotswold View Caravan and Camping Site ("we" "us" and "our"). Please read them carefully as they set out our respective rights and obligations. References to "you" and "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 accept all of this agreement. 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 has the authority to and does agree to be bound by them;
2. they consent to our use of personal data in accordance with our [Privacy Policy](#) and are authorised on behalf of all persons named on the booking to disclose their personal details to us.
3. they are over 18 years of age and where placing an order for services with age restrictions declares that they, and all members of the party are of the appropriate age to purchase those services;
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 available at time of booking. If you have any queries about the policy, please contact us. This policy may be updated and/or amended at any time by us. The most recent edition will be on display on our website.

1. 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. We will do our utmost to accommodate all special pitch and booking requests. A £5.00 surcharge applies to select your own pitch/pod. Should we be unable to for fill your 'Pick a Pitch' or 'Pick a Pod' request you will be notified and offered the choice of an alternative pitch. Please note, this is NOT considered as a cancellation of the holiday by us (the company) as we are unable to guarantee you a specific pitch or location because of unforeseen events that may arise beyond our control. For example, this could include but is not limited to, essential pitch maintenance i.e., electrical, water or drainage issue and adverse weather.
3. Unfortunately, we are unable to cater for single sex parties, Hen or stag parties and groups of teenagers or young adults who are not accompanied by a fully responsible parent or legal guardian (over the age of 18) who is staying on site.
4. Please note that some park facilities may be limited to High Season.

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5. We are happy to accept bookings for any number of nights except during High Season weekends, when the minimum booking is 2 nights, or during Bank Holiday weekends, when the minimum booking is 3 nights. At the point of booking, availability will be limited within the calendar to reflect the maximum stay duration. If you wish to stay longer, this must be pre-approved over the phone, in person, or by email before the booking is permitted. Extending a booking will depend on availability at the time. We ask that full payment to be made for your stay with us at least 28 days prior to the arrival date; otherwise, we cannot guarantee to hold your pitch. Full payment for your stay in our camping pods is required at the time of booking. If the pitch or camping pod is vacated early, cancelled, or the booking changes, please see our holiday cancellation policy.
6. Whilst staying on site any extensions to a booking must be arranged with reception and are subject to availability and possible pitch relocation as there is no guarantee that you can extend your stay on a pitch beyond the scheduled day of departure. Please do not book extra nights online as this creates a new booking and whilst there may be availability on site, it does not guarantee that you can stay longer on the pitch allocated to your original booking.
7. **Multiple bookings:** We have a 5-pitch limit on those wanting to pitch together (unless permitted entirely at the discretion of management and must be pre-approved over the telephone or in person or by email before the booking is permitted). Please note that group bookings made directly through our online booking system which by-pass pre-approval may be rejected. Should you make a single booking but fail to identify yourself as a group and we notice an unauthorised large gathering of people, we will ask you to leave immediately without providing a refund. It is in everyone's best interest to first discuss your booking. We want to be hospitable where possible so please work with us.
8. By making a booking or "multiple booking" at Cotswold View, you are confirming that everyone in your group has read and agreed to abide by our booking conditions and site rules. If the group fails to adhere to our booking conditions and site rules, we reserve the right to ask the entire group to leave with no refunds provided.
9. To gain access to the site you must provide your vehicle registration number upon arrival as we use ANPR barrier system. One vehicle is included in your unit. Additional vehicles must be booked and paid in advance prior to 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 and we accept arrivals up to 8:00pm in High Season and 6:00pm all other times. There are security gates to restrict access to and disturbance on the park overnight. Quiet hours are between 11:00pm and 7:00am. 24hour CCTV recording is in operation at the farm for both for the safety of our guests and staff.
10. All booking must depart before 12:00pm (midday). Late departures are both subject to availability and management discretion, please check with a member of staff in Reception. Be aware that charges may apply if staying beyond 12 o'clock/midday.
11. 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 any accidents requiring medical attention or involving damage to property occur within the boundaries of the site, please report full details to the management prior to your departure.
12. 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 and his party unless the company is found to be negligent. Owners are required to comply with the Road Traffic Act while on the Park, and keep their vehicles and caravans fully insured against fire, theft and third-party liability at all times during the duration of 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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13. **Deposit:** Payment in full is required at the time of booking for all 1 or 2 night bookings and 3 night bookings at Bank Holidays to guarantee your pitch. For longer bookings, a deposit of £50.00 per pitch will be applied against your stay at the Park but will not be refunded in the event of cancellation. Unfortunately, we cannot guarantee to hold your pitch unless we receive payment of the balance at least 28 days prior to your arrival date. If the balance is not paid in time, we are entitled to cancel your holiday booking and retain your deposit. For camping pods where payment is made in full at the time of booking no deposit applies.

14. **Holiday Cancellation Policy:**

Booking Changes. You can amend your booking online (for free) or over the phone (for a £10.00 administration fee per pitch) up to 14 days before your arrival date, subject to any cost differences. If the cost of your booking remains the same or increases, you will be able to make changes; otherwise, no changes can be made to the booking. The administration fee will be waived if the booking duration is extended, subject to availability at the time. If you decide to change your arrival date, the cancellation terms will apply in the same way that they did for your initial arrival date.

Early Vacation. If you wish to make an early departure, we ask you to inform us as soon as you become aware of this decision. We regret that no refunds will be given if guests depart prior to the end of the booked holiday.

Cancellation of the Holiday by you (the customer). You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. Cancellation charges for pitches are payable by you as follows: more than 28 days' notice before your arrival date – £30 or 100% of the holiday cost if less than £30, or for longer bookings the deposit only; 28 days and under – 100% of the holiday cost. Cancellation charges for camping pods are payable by you as follows: at any time after booking – 100% of the holiday cost. Please consider taking out suitable insurance to cover cancellation or financial loss.

Cancellation of the Holiday by us (the company). If the balance is not paid by you in time, we are entitled to cancel your holiday booking and retain your deposit. If we are unable to provide the booked holiday and have had to cancel before that holiday is due to start, you are entitled to a full refund of the money you have paid.

15. **Transfers of Booking:** If you have made a booking and you or any member of your party is prevented from travelling, that person(s) may transfer their place to someone else, subject to the following conditions:

1. that person is introduced by you and satisfies all the conditions applicable to the booking;
2. we are notified not less than 7 days before your arrival date;
3. you pay any outstanding balance payment, an amendment fee of £10,00 per person transferring, as well as any additional fees, charges or other costs arising from the transfer; and
4. the transferee agrees to these booking conditions and all other terms of the contract between us.

You and the transferee remain jointly and individually liable for payment of all sums. If you are unable to find a replacement, cancellation charges as set out in condition 8 will apply to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services. Important Note: Certain arrangements may not be amended or transferred after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

16. **Booking Extras:** You are permitted to bring one car per pitch. If you wish to bring an additional vehicle, this is classed as a booking 'Extra' and there is a nightly charge for this. You can book all 'Extras' (including a 'Second Car', 'Gazebo/Event Shelter' and 'Pup-tent') at the time of booking. Booking 'Extras' must be booked in advance and paid for prior to your arrival date. We reserve the right to refuse any booking 'Extras' not booked in advance. A £10.00 administration fee per pitch will be charged in addition to any booking "Extras" added between the date of your arrival and departure.

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17. **Insurance:** We strongly recommend that you obtain adequate travel insurance in respect of your booking with us. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses arising, to whatever extent, in respect of which insurance cover would otherwise have been available.
18. **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 the campsite reception immediately who will endeavour to put things right for you. 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 keep communications concise and to the point and provide your booking reference to us so that we can investigate. This will assist us in quickly identifying your booking, addressing your concerns and speed up our response to you. Failure to follow the procedure set out in this condition may affect ours and any applicable supplier's ability to investigate your complaint and will affect your rights under this contract.
19. **Force Majeure:** Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination (including, without limitation, the ongoing effects of Covid-19), epidemics, pandemics or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and similar events outside our or the supplier(s) concerned's control.
20. **Data protection:** The information taken at time of booking is required to be collected for the purposes of processing your reservation at Cotswold View Caravan and Camping Park. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd (our booking providers) who may contact you, inviting you to complete a questionnaire and review regarding your stay at our site.
21. **Photography:** Photography (still, digital and video) is not permitted in any changing areas on-site. Only non-intrusive photography of your own party and friends is permitted on-site. You may not carry out photography for commercial purposes, publication, or similar purposes in any part of our site. We regularly take photographs and videos for promotional and training purposes, and we occasionally receive requests from TV or other companies to film/photograph on-site. Please be aware that filming may be in progress during your break. Drones are NOT permitted to be used by visitors on our premises. We may occasionally commission trained, insured, and licensed professionals to take footage and/or photos of our site for promotional and/or marketing purposes. Should you not wish to appear in any such material please notify us on or before your arrival to Banbury Hill Farm.

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Site Rules

The campsite rules apply to all guests staying on-site. Guests are required to accept and adhere to these rules under the 'Booking Conditions' which must be accepted by the guest at the time of booking. These rules are in place so that guests staying with us enjoy their stay as much as possible while remaining considerate of other guests on site. The person who makes the booking is responsible for ensuring compliance with these site rules and the booking conditions by all the members of their party, including children and site visitors. Please familiarise your party accordingly. Throughout these rules the term 'outfits' is used to refer to a towing vehicle plus any trailer, including a caravan / trailer tent etc., or a motorhome / campervan / car with tent.

Arriving at the campsite

- Touring pitches are available from 12:30pm.
- Camping pods are available from 2pm.
- Please ensure arrival is at or after the earliest arrival time, to allow our site team to prepare the campsite for new guests arriving. Should arrival be before the earliest arrival time, guests are likely to be asked to leave the campsite and return later. If an early arrival is anticipated, guests should plan to stop in a safe location away from the campsite until the appropriate time to check in is reached.
- We may not be able to accommodate a guest's stay if arrival is after 8pm and site staff are not notified. Therefore, please make every effort to notify us well in advance if a later arrival time is expected.
- All booking must depart before 12:00pm (midday). Late departures are both subject to availability and management discretion, please check with a member of staff in Reception. Be aware that charges may apply if staying beyond 12 o'clock/midday.
- Prior to arrival, please familiarise yourself with the site map which can be found on our website or attached to your arrival details a few days before your stay.
- On arrival, guests should check-in at the campsite reception.
- Guests must present their booking confirmation on arrival as this will need to be shown to site staff during check in. We reserve the right to ask for additional identification or refuse access to guests who cannot provide this.
- Bookings must be made in the name of the person who is going to be staying on the campsite.
- If applicable, guests will be required to settle the outstanding balances related to their stay before entering the site.
- Anyone visiting a guest staying on site will need to report to reception on arrival. The site staff may allow additional cars to be parked on a pitch. If staying overnight, a standard fee for visitors will apply and a fee for any additional cars may also be charged. Visitor numbers are both subject to availability and management discretion. We reserve the right to restrict visitors on site if required. Day visitors, i.e. those not staying overnight, are required to vacate the campsite by 9pm in order to minimise disruption to other guests.
- The Management reserve the right to refuse admission to any person at any time.

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Behaviour on site

When staying on site, please respect the comfort, privacy and convenience of other site guests and don't behave in a way that would constitute illegal behaviour. We ask that all members of your party and any guests always conduct themselves with due regard to the health and safety of themselves and others. Verbal or physical abuse towards staff or guests will not be tolerated and will result in guests being asked to leave the campsite. If there is an incident on site, particularly where these Terms & Conditions may have been broken, information about the incident may be logged and the event investigated. We use a 3-step approach in situations where there are any issues conflicting with the policy detailed in these Terms and Conditions:

1. A member of our team will come and advise you of their concern, explain our rules and our reasoning for it, and make clear the behaviour or actions required from you to resolve the issue.
 2. In the instance that the required behaviour is not followed, our team member will visit again and advise that we have previously discussed our concerns with you and give you the opportunity to ask further questions or clarify the actions required. At this stage we will remind you of our 3-step approach and that we may need to ask you to leave the site if the issue continues.
 3. At this stage, we have already spoken to you twice about this issue, with clear actions required, and have advised of the consequences of not complying with our terms and conditions. You will be advised of your need to depart the premises, and you will not receive a refund for your remaining stay. We hope in all instances that we can resolve the issues at stage 1 or 2.
- When taking photographs or video for personal use, guests are requested to be mindful of others and respect the privacy of people around them, especially children. Guests may not take photographs or videos for commercial purposes unless by prior agreement with the site.
 - Drones are not permitted to be used by guests on our site. Guests may not take photographs or videos for commercial purposes unless by prior agreement with senior management. However, we may occasionally commission trained, insured and licensed professionals to take footage and/or photos of our site for promotional and/or marketing purposes. In those instances, guests will be informed that the drone operator will be visiting. The drone operator will be asked to try not to include identifiable people, but there may be occasions where guests will be asked for their consent to feature in the footage and/or photos.
 - If guests have children with them on the site, they are responsible for their supervision at all times. No children under 16 to be left on the site unattended.
 - To ensure that property is not damaged whilst on site, no loose ball games are allowed on or near pitches. Please consult the site map on the website or upon arrival for play areas or ask the site staff for suitable locations to accommodate ball games.
 - Guests are asked to always respect other guests' privacy. For example, do not cut across or behind occupied pitches.
 - No unauthorised trading is allowed within the camping grounds.
 - NO open fires – NO firearms, air pistols, offensive weapons, catapults, BB guns, crossbows, etc. are permitted on the site. NO water balloons – NO water guns, NO nurf guns, NO metal detectors, NO hoverboards, NO segway's, NO electric scooters, etc. are permitted on the site. NO kites – NO drones, NO model aircraft, etc. can be flown. NO pools, jacuzzis, hot tubs or other similar items are permitted on the site.

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- Please see that damage is not caused to trees and shrubs on the site. You must not plant any tree or shrub.
- Wild animals and livestock are present on site. Guests are to take care if there are animals around as they can be unpredictable, so parental supervision is required. Never walk between a mother and her young they can inflict serious injury. Fenced paddocks are strictly out of bounds at all times. Guests are not to feed any wild animals or livestock (grass cuttings can cause horses and donkeys to develop a potentially life-threatening stomach-ache known as colic).

Noise

- Be mindful of the noise levels on the pitch at all times, ensuring in particular that you do not disturb other guests after 11pm. Please think of others and keep musical instruments, radios, speakers, televisions and so on at a considerate noise level. Being a family site, amplified sound or music such as a portable speaker is not permitted after 9pm.
- Quiet time must be observed and therefore noise levels must be kept to a minimum between 11:00pm and 7:00am for the consideration of others. Excessive noise, bad language, unruly or intimidating behaviour will not be tolerated. You will be asked to leave the premises early and will not be eligible for a refund if you do not comply.
- There may be some grass cutting and grounds maintenance during guests stay. These are carried out to keep our sites up to the standard guests would expect. We will aim to do this when least likely to cause disturbance, but some noise may be unavoidable.

Alcohol

- We strictly adhere to the legal requirement that individuals under the age of 18 are prohibited from consuming alcohol on our premises. The premises includes all property owned by us or rented by yourselves, and any of your own facilities that are located on our premises. For the avoidance of doubt, this includes anything on site – including your own motorhomes, car, caravans, camper vans, tents, gazebos or other similar structures.
- We shall not serve or sell alcohol to anyone who is, or appears to be, under the age of 25 without ID to confirm the individual is over 18. Because of this law, you may be asked to produce identification if you appear under the age of 25, to prove that you can lawfully purchase alcohol. We accept passport or driving license only; any other form of identification, such as PASS cards won't be accepted. We reserve the right to refuse the sale of alcohol to an adult if they're accompanied by someone who we believe is under the age of 18 without ID.
- We kindly request that at least one responsible adult accompanying a minor or group of minors remains refrains from consuming alcohol during their stay to ensure the safety and well-being of those in their care in the event of an emergency. We are a remote location and are unable to facilitate transportation to medical facilities in the event of incidents or emergencies - and ask that all guests plan accordingly.
- Individuals who appear to have consumed excessive alcohol will be asked to stop, and if necessary, any alcohol will be confiscated until the end of your stay. This is to ensure your own safety and the safety and wellbeing of those around you.
- Guests are reminded that purchasing alcohol for under 18's is an offence.

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Pitch usage

- The numbered pitch peg marks the centre of your pitch.
- We recommend outfits be pitched nose or tail in for ease of towing. However, we do not mind how you orientate your unit if everything on your pitch including gazebos fits within the confines of your marked pitch and adhere to the required spacing and fire regulations. If this cannot be achieved, you may need to purchase an additional pitch (if available). Pitches are 10m x10m.
- To avoid the spread of fire, there must be at least 6 metres spacing between facing walls of adjacent caravans, motorhomes or trailer tents and a minimum clear space of 3 metres between adjoining cars/awnings/tents and other items (including windbreaks) in any direction.
- To show consideration for others, guests must please leave their pitch clean and tidy by using the recycling bins and litter receptacles provided and replacing the lids on the dustbins. The site bins must be used responsibly e.g. not for carpet, electronic devices, any furniture, clothes etc.
- Site staff must be informed if guests intend to leave their outfit unoccupied overnight unless guests are using a designated seasonal pitch.
- All our pitches provide an electrical hook up delivering up to 16 amps of power. To help with our environmental ambitions, please consider minimising the amount of electrical power. In addition, please limit the number and type of electrical appliances in use at any one time as over usage is often the cause of power trips and failures onsite. The 16-amp electric hook up point is for the sensible use of proprietary caravan and camping electrical equipment. Unfortunately, this does not include electric awning heaters and standard domestic kettles or hair dryers.
- Please make sure all electrical equipment complies with current British standards and regulations. The Park is responsible for the safety of the electrical system up to the socket on the hook up point at the pitch. It is your responsibility to ensure that the plug, cable, and associated sockets used to connect between the hook up point and your unit is safe. The Park will not accept responsibility for any accident or loss arising from the use of unsuitable or unsafe electrical equipment connected to the Park's electric hook up points. Do not let children play around electric hook up points or cables.
- Using the 16-amp electric hook-up point that is provided on your pitch to charge your vehicles is strictly prohibited. This includes plugging in your vehicle via your outfit (not directly into the 16-amp electric hook-up point). Dedicated 22kW charging stations are available next to the campsite reception on a pay-as-you-go basis.
- The use of generators is not permitted.

Using awnings, tents, gazebos or other items

- All touring pitches can accommodate a 'standard' size awnings (2.5m deep) and are included in unit price. The depth of an awning is the distance from your caravan to the awning outer wall. Should the guests' awning be wider than 2.5 metres and the awning pitch be unable to accommodate the size of this, the guest will be unable to erect their awning.
- Guests may also put up a 2-man 'pop-tent' for extra sleeping accommodation or a gazebo should they have selected this as an 'Extra' at the time of booking. Please keep them within the designated pitch area.

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- Please protect the pitch grass by lifting groundsheets, side flaps of awnings and any other material that is detachable that may impact the grass - tents or annexes at frequent intervals or as required by site staff.
- Wind canopies may be used if the fire spacing gap is maintained. All canopies must be sufficiently secured or wound back in at night when off site or as requested by site staff.
- Washing lines are not permitted on the site. No washing to be hung over hedges or fencing. Clothes must be hung discreetly at side of van.
- All items erected must be located within the designated pitch area, and should not encroach outside of this, particularly not onto grass fingers in between hardstanding pitches.

Sanitation

- Chemical toilet waste must be emptied at the designated disposal points (elsan point) provided at each toilet block.
- To avoid possible damage to sewerage systems we support the use of bio-degradable chemical fluids (green) that do not affect the natural bacterial balance within the system.
- Please wrap disposable nappies and similar bulky items in a bag and place them in the nappy waste bins provided. Please don't put them in the toilets or chemical closet emptying points.

Waste water

- Please collect waste water in a suitable container and empty it at the disposal point provided. Please do not allow it to overflow at any point.
- Guests are not permitted to carry out a full scale washdown of their outfit on site. However, we do permit day to day mirror/screen/lights/windows cleaning with a bucket, sponge and very light detergent i.e. to make the outfit road safe, providing the water from the bucket does not get thrown over the outfit onto the pitch.

Rubbish disposal

- Please recycle as much rubbish as possible in the appropriate areas. We can not accept large items and ask that these are disposed of in an alternative and appropriate manner.
- If guests need to use medical equipment which results in clinical waste, guests must provide their own safe means of disposal and take these items off-site for disposal.
- Our general waste points are only for domestic waste - we do not accept 'bulky' items such as but not limited to, gazebos, blow up beds, tents, awnings, batteries, TV's, monitors, fridges and freezers. Site staff can offer advice regarding disposal of these items elsewhere.
- Hazardous waste cannot be discarded on site.

Fire precautions

- As soon as possible after arrival, guests are strongly recommended to get to know the campsite's fire safety precautions and location of fire points. Please refer to 'Keeping Safe on Site'.

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Barbecues

- Barbecues and small fire pits may be used providing they are raised above ground level. The lighting of open fires is strictly prohibited as are log burners, fire baskets and Chinese lanterns. BBQ's and small fire pits must be extinguished after use. Let hot ashes cool down before putting them in the designated metal dustbins labelled 'Ash Only'. Please do NOT put hot ash in any of our plastic dustbins. Please be mindful of the risks of fires and remember that you are in a woodland area which can ignite very easily particularly in hot, dry spells. Please make sure smoke and fumes are kept under control so as not to inconvenience fellow guests staying on site. Be sure to know where the closest fire extinguisher point is before igniting any BBQ or fire pit.
- It is your responsibility to ensure your gas appliances are fit for purpose, safe and in good working order.

Dogs and other pets

- Guests are responsible for the behaviour of their pets and for ensuring they are not a nuisance to other guests. Pets must be contained securely, either within a guest's outfit/accommodation, an appropriately ventilated vehicle, purpose designed cage, or secured by a lead not more than 2 metres long. Please ensure pets are exercised in the dog walk areas, where provided, and guests must always clean up after their pet. Guests should try to restrain their pets from toileting on the pitches of other guests.
- Unless guests have an assistance dog, pets are not allowed in any communal areas including the toilet blocks and laundry room.

Roads on the campsite

- Guests must drive their vehicles with particular consideration for pedestrians, including children and other vulnerable road users who have priority over vehicles on our site roads.
- Guests must have a full current driving licence, insurance for the vehicle being driven and they must follow the principles of road safety. Guests must have up to date vehicle tax and have a current MOT certificate.
- Vehicle speeds should not exceed 5mph (equivalent to a vehicle being in first gear or a person moving at a walking pace).
- Vehicle movement on site is discouraged between 11pm and 7am.
- We operate a two-way traffic management system. Allowing vehicles to travel in both directions.
- Non-motorised recreational ride on equipment is allowed on our campsite although consideration should be shown to other guests at all times when using this equipment.
- No ride on equipment is permitted on site between the hours of dusk and dawn, as determined by the site staff. Please observe any 'no ride on' areas on our site, such as around toilet blocks, and ensure that children are supervised at all times. Remember that the principles of road safety should be observed at all times, and guests must follow our 'Keeping Safe on Site' guidance. Special care should be taken when cycling on and off roadways. Please ask the site staff about designated cycle routes nearby. It is recommended that all users of bicycles, scooters and skateboards wear safety helmets, and other relevant safety equipment.
- Motorised, ride on leisure equipment is not permitted on our site, in line with government rules on public roads. For example, electric scooters, segway's, hoverboards and so on.
- Motorised and battery operated equipment on site are acceptable for use by disabled and mobility restricted guests to allow them to access the relevant areas of the site as required. They need to be operated in line with the traffic management system and abide by the speed limit, and users must show consideration for other guests at all times when using the equipment.

COTSWOLD VIEW



Cotswold View Caravan & Camping Park

Banbury Hill Farm

Enstone Road, Charlbury

Oxfordshire, OX7 3JH

Tel: 01608 810314

Email: info@cotswoldview.co.uk

Website: www.cotswoldview.co.uk

Leaving your pitch

- Check-out is 12 o'clock/midday.
- All booking must depart before 12:00pm (midday). Late departures are both subject to availability and management discretion, please check with a member of staff in Reception. Be aware that charges may apply if staying beyond 12 o'clock/midday.
- We understand that guests sometimes wish to leave the site earlier than originally planned. If this is the case, please inform a member of team at your earliest convenience or before departure.

Liability

- We accept no liability for any injury, loss or damage to property, people or pets while on site because of events beyond our control. This includes injury, loss or damage that occurs subsequent to an event that happened as a result of an event beyond our control. Events beyond our control include but are not limited to: fire, adverse weather (including flood, storm, hail), explosions, break-in, theft, criminal damage, riots, industrial action, natural or nuclear disasters, epidemics, pandemics, war or threat of war, actual or threatened terrorist activity.
- We cannot take responsibility for, or pay compensation because of, events beyond our control.
- We accept no liability for any accident, injury, loss or damage to any property, people or pets while on site unless the cause can be evidenced to be due to our negligence.
- All cars, caravans, awnings, tents, etc. which are parked in the vicinity of trees, are the sole risk of the owner and we cannot accept responsibility for, or pay compensation because of damage caused by falling trees or parts thereof.

Security of guest property

- Guests are responsible for the belongings they bring with them during their stay with us.
- Guests are advised to securely lock outfits and vehicles and remove valuable items from sight when not in attendance.
- If guests choose to bring their own bicycle, we strongly recommend that they store these in their own outfit and have specific insurance that will cover the bicycle if stolen.

Damage to guest property

- If damage is caused to guests' property while on-site, they must make the site staff aware as soon as possible and provide details of the circumstances and cause of the damage.
- We will contact the guest in writing once we have been made aware of the incident. If we consider we are liable for the damage we will ask them to provide a repair/replacement estimate.
- We may require guests to obtain alternative estimates if we consider the estimated cost of repair is unreasonable.
- Where it can be proven that we have acted negligently we will reimburse the guest for the repair or replacement of the damaged item(s), subject to agreement to estimates for the repairs or evidence of value.
- We will not pay for any damage caused by another guest or third party (unless acting on our behalf) while on site. Please be aware that we are not able to provide details of other guests or third parties due to UK data protection law.

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Damage to site property

- If guests cause any damage to our property, accommodation, articles or facilities, we will recover from the guest the cost to repair or replace the damaged item(s). This will include any call out charges that are required to assess the damage and/or to repair or replace the item(s).
- If damage is caused to our property while on site, guests must make the site staff aware as soon as possible and provide details of the circumstances and cause of the damage.
- Unless it is possible to take payment for the cost of damage at the time of reporting, we will contact the guest in writing once we have been made aware of the costs involved to repair or replace the damaged item(s), and explain how to reimburse us.
- If any sums owed by guests remain overdue (wholly or partly) for more than three months, despite reasonable attempts by us to recover the debt, we may refuse any future attempt of booking. This will take effect from the date we notify the guest of their debt, and future site bookings will be cancelled. In addition, we may make a court claim to recover costs.

As these Site Rules are provided with your booking confirmation; are displayed in the Tourist Information Centre and available on request it will be deemed that they are acceptable and will be observed by all members of your party including day visitors. Those failing to comply with these Site Rules may be asked to leave the site at any time without a refund.

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Keeping Safe on Site

We do our utmost to ensure that you can relax and have a good time during your stay with us. With a few sensible precautions and being aware of any hazards, everyone can have a great time and enjoy their stay. Things to remember while you are onsite with us are as follows.

Fire Safety

- To make sure any fire will not spread, guests must keep their 'outfit' at the required distance from others. See ['Site Rules'](#) for details.
- **Carbon Monoxide kills. Keep barbecues out of 'outfits', awnings and tents.** Carbon Monoxide is a colourless, odourless, highly poisonous gas that can kill in minutes. Carbon Monoxide poisoning can be caused by any fuel that burns or smoulders. Barbecues can continue to give off Carbon Monoxide for 12 hours after they have been used.
- Free standing barbecues are permitted. They must be purpose built and portable, standing clear of the ground. Ensure barbecues are away from outfits and hedges and outside of awnings and tents - guests are not to leave these unattended. Let hot ashes cool down before putting them in the designated metal dustbins labelled 'Ash Only'. Please do NOT put hot ash in any of our plastic dustbins.
- Fireworks or Chinese lanterns are NOT permitted at any time.
- As soon as possible after arrival, guests are strongly recommended to get to know the campsite's fire safety precautions and location of fire points so the alarm can be raised in the event of a fire. Also guests are to make a note of where the assembly point is. Guests are recommended to read the evacuation notice, too. Fire extinguishers are provided at the fire points. Guests are to familiarise their use, prior to attempting to put out a fire.
- If a fire breaks out, guests are to raise the alarm and follow the instructions of site staff. Guests are to keep children in their care safe by making them aware of the danger of emergency services rushing to the scene.
- We recommend that guests have a fire extinguisher, fire blanket and smoke alarm in their outfit. These should be checked and serviced regularly so they're always ready to use. Fire buckets are very handy, too, but must not be used on electrical fires.

Vehicles on site

- Vehicle movement on site is discouraged between 11pm and 7am.
- Drivers of vehicles, including motorcycles, must hold a full and current driving license.
- In the interests of security, day visitors are not permitted to drive or park on site. Day visitors are welcome to use The Old Shed car park during their visit.
- For the safety and enjoyment of everyone, the speed limit is strictly 5mph; that's walking pace.
- Pedestrians and non-motorised cycles and scooters always have the right of way when crossing campsite roads. All cycles should have appropriate lighting if used at a time when it should be required. Guests are to take care at all times especially when reversing.
- We operate a two-way traffic management system. Allowing vehicles to travel in both directions.
- When guests have sited their outfit, where possible they are to park their vehicle on their pitch, with the handbrake securely applied.

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Bikes, scooters and skateboards

- Bicycles, scooters and skateboards are allowed, but we ask guests to keep their speed down to 5mph (equivalent to walking pace) on the site and to be aware of uneven surfaces. Motorised, ride on leisure equipment is not acceptable on our campsite, in line with government rules on public roads.
- Please see 'Site Rules' for information on road safety.
- Please see 'Site Rules' for the use of recreational ride on equipment.
- It is recommended that all users of bicycles, scooters and skateboards wear safety helmets, and other relevant safety equipment such as appropriate lighting if used at a time when it should be required.

Roads, paths and tracks

- Guests are to take care walking on campsite roads and tracks, as they may be uneven.
- When there is adverse weather, paths, decking and drain covers may become slippery and may be uneven. If a guest sees anything that looks hazardous, please tell the site staff.
- Guests are asked not to walk or cycle under the barrier (security gate) when raised in case they are lowered unexpectedly.

Lighting on site

- Road lighting is generally low-level subdued lighting and spaced to meet local authority restrictions, reduce the environmental impact and effect of light pollution.
- We suggest guests take a torch with them when leaving their outfit after dark.
- We suggest guests stick to a familiar route if they need to walk around a campsite after dark.
- We also ask that guests are mindful of the impact of any external lighting on the environment, wildlife and other surrounding influences if guests intend to erect any lighting poles. Light poles must not flash as these items can have a negative impact on our environment and guests may be asked to remove them by the site staff.

Weather

- Site staff and guests should not risk their own safety to protect property in poor weather. Wait until conditions improve to take action.

Shower Blocks

- To keep campsite standards high, the shower and toilet blocks are cleaned daily and are closed during this time.
- Floors may be slippery, guests are to take care.
- Guests are to take care when using showers and taps, as the water may be hot. We make sure the water is temperature controlled to avoid Legionella.

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Supervision of children

- Parents or guardians are responsible for the safety of children in their care at all times whilst on our campsite. It is the guest's responsibility to supervise their children to ensure they do not cause distress or nuisance to other guests.
- Please see '[Site Rules](#)' regarding road safety.
- Play areas are never entirely risk free. Please remember guests are responsible for their children on site.
- The play area will be open for use from 9am until dusk.

Pitches and electrical hook-ups and Service Points

- Some of our pitches are hardstandings constructed of loose gravel - guests are advised to take care on these surfaces.
- Electrical hook-up posts usually serve several pitches. Guests are to make sure any cables are placed as close to the edge of their pitch as possible.
- Guests are asked to put any excess cable under their outfit so that the loose cable becomes less of a trip hazard.
- Guests are not to coil any excess cable as it can overheat and catch fire.
- Only single cables are to be used - no joints or splitters are allowed.
- The Park is responsible for the safety of the electrical system up to the socket on the hook up point at the pitch. It is your responsibility to ensure that the plug, cable and associated sockets used to connect between the hook up point and your unit is safe. The Park will not accept responsibility for any accident or loss arising from the use of unsuitable or unsafe electrical equipment connected to the Park's hook up point. Do not let children play around electric hook up points or cables.
- The 16-amp electric hook up point is for the sensible use of proprietary caravan and camping electrical equipment. Unfortunately, this does not include electric awning heaters and standard domestic kettles or hair dryers. Electric vehicle charging using the 16-amp electric hook-up point that is provided on your pitch to charge your vehicles is strictly prohibited. Dedicated 22kW charging stations are available next to the campsite reception on a pay-as-you-go basis.
- Guests are to use 'fresh food safe drinking water' hose pipes & connectors ONLY whilst on site.

Liquid Petroleum Gas (LPG)

- Most caravans and motorhomes have Liquid Petroleum Gas (LPG) systems fitted as standard. We strongly advise that you have your gas system checked by a "Gas Safe" registered fitter annually, before use.
- There is no restriction on the size of LPG cylinders permitted on site. However, cylinders must be stored upright in the locker provided by the caravan or motorhome manufacturer. LPG Cylinders can not be stored externally.
- Guests using LPG cylinders on site must ensure that the cylinders are secured adequately, to ensure they cannot be knocked over or accidentally fall.

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Waste disposal

- Please recycle as much rubbish as possible in the appropriate areas. We can not accept large items and ask that these are disposed of in an alternative and appropriate manner.
- If guests need to use medical equipment which results in clinical waste, guests must provide their own safe means of disposal and take these items off-site for disposal.
- Our general waste points are only for domestic waste – we do not accept 'bulky' items such as but not limited to, gazebos, blow up beds, tents, awnings, batteries, TV's, monitors, fridges and freezers. Site staff can offer advice regarding disposal of these items elsewhere.
- Hazardous waste cannot be discarded on site.

Water

- Guests are asked to warn children in their care of the dangers of being near water and ensure they are supervised at all times.

Pets

Dogs are welcome on site, inside the café and are able to enjoy our woodland walks. We ask that you bring no more than two dogs with you for your stay. If you wish to bring any more than this, please contact us in advance to discuss your requirements. For the safety of wild animals and livestock, other dogs and fellow visitors, we would ask you to follow a few simple rules. Failure to comply will result in dog owners being asked to leave the site:

- Keep your dog on a short lead – please keep your dog on a short lead at all times unless in a field specifically marked for 'off the lead exercise.' This will remove the risk of your dog chasing livestock which can prove fatal, especially in the case of sheep, or lead to heavily pregnant livestock suffering an abortion. It will also enable you to ensure you see and pick up any faeces your dog leaves behind.
- Pick up after your dog – we have several bins located around the site. This will help to stop the spread of potential pathogens (parasites, bacteria and viruses) that may be harbored in dog faeces and potentially pose a threat to livestock, other dogs and even humans.
- Vaccinate your dog – please ensure that your dog is up to date with its core vaccinations (canine distemper virus, canine hepatitis, canine parvovirus and leptospirosis). We would also recommend that you have your dog vaccinated against kennel cough.
- Worm your dog – please ensure that you have wormed your dog with a broad-spectrum wormer that contains praziquantel (eg Drontal Plus or Milbemax) to treat tapeworms a maximum of 6 weeks prior to the commencement of your stay. This will help to ensure that your dog does not pass tapeworms on to livestock which can result in disease, or in some circumstances, death in the affected livestock. Your veterinary surgeon will be happy to discuss your dog's worming requirements with you.
- Keep your dog safe – do not leave your dog unattended at any time. This will remove the risk of your dog becoming anxious, barking, whining or being affected by changing temperatures and weather conditions. We will contact the RSPCA and seek permission to force entry into your car, tent or caravan if we have any concerns about the welfare of an unattended animal.

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Animals and nature hazards

- We encourage wildlife and maintain natural surroundings where possible, so guests are to take care when walking around the campsite and woodland trails. Molehills and rabbit holes, tree roots and uneven ground are likely to be present. We advise guests to be vigilant and wear appropriate footwear.
- Wild animals and livestock are present on site. Guests are to take care if there are animals around as they can be unpredictable so parental supervision is required. Never walk between a mother and her young they can inflict serious injury. Fenced paddocks are strictly out of bounds at all times. Guests are not to feed any wild animals or livestock (grass cuttings can cause horses and donkeys to develop a potentially life-threatening stomach-ache known as colic).