



## Booking Conditions

We would like to welcome you to Cotswold View Caravan and Camping Park which lies in the Oxfordshire Cotswolds in an area of outstanding natural beauty over-looking the Evenlode Valley and Wychwood Forest. Set in 54 acres of rolling, wooded farmland our spacious pitches or camping pods offer the peace & tranquility of the countryside in which to relax and enjoy your holiday or weekend break. 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.

1. We will do our utmost to accommodate all special pitch and booking requests but cannot guarantee a specific pitch or location. Unfortunately, we are unable to cater for groups or single sex parties. Please note that some park facilities may be limited to High Season.
2. 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. Extending a booking will depend on availability at the time. We ask that full payment 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.
3. 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 mean you can extend your stay on the pitch allocated to your original booking.
4. We operate a contactless check in. You must provide your vehicle registration number prior to arrival to gain access to the Park. 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 7:00pm 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.
5. Pitches and camping pods are to be vacated by 12:00pm (midday) on the day of departure to allow us to prepare for the next guests, unless prior arrangements are made with the management.
6. 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.
7. 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. Unfortunately, commercial vehicles 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.
8. **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.
9. **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. Should you wish to amend the date of arrival, the cancellation terms will be on the same basis as the amendment date was to your original arrival date.

**Early Vacation.** 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 – £50 or 100% of the holiday cost if less 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.
10. **CoVid19 Cancellation Policy:** If your cancellation is due to CoVid19 please see our CoVid19 Cancellation Policy on our website [www.cotswoldview.co.uk](http://www.cotswoldview.co.uk)



### Site Rules

We want everyone to have a safe and enjoyable stay at Cotswold View, so we ask that all our guests and visitors observe these site rules. 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 visitors. Please familiarise your party accordingly.

1. The numbered pitch peg marks the centre of your pitch.
2. Please keep the campsite clean and tidy by using the recycling bins and litter receptacles provided and replacing the lids on the dustbins.
3. Drive with care, there are children about, and the SPEED LIMIT is 10 MPH. Only fully licensed drivers are allowed to drive on the site. It is not permissible to wash cars, caravans, etc. on the site.
4. Please act in a courteous and considerate manner towards us, our staff and other guests and supervise children and pets so that they are not a nuisance or danger to themselves or others.
5. Undue noise is not permitted as it may disturb other people, please turn down radios and televisions and be as quiet as possible. Quiet must be observed between 11:00pm and 7:00am for the consideration of others. Excessive noise, bad language, unruly or intimidating behaviour will not be tolerated.
6. Do not leave your dog unattended at any time. Dogs must be kept on a short lead and are NOT allowed to foul when in the Caravan and Camping Areas. A dog walk is provided. Dog owners are responsible for the disposal of any fouling in the doggie bins provided. Failure to comply will result in dog owners being asked to leave the site.
7. No unauthorised trading is allowed within the camping grounds.
8. Bookings run from 12:30pm to 12:00pm (midday). If you want to stay after midday on the day of departure, please check availability and confirm arrangements at reception.
9. Visitor numbers and late departures are both subject to availability and management discretion, please check with Reception.
10. Chemical toilet waste must be emptied at the designated disposal points provided at each toilet block.
11. 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.
12. NO open fires – NO children under 16 to be left on the site unattended – NO firearms, air pistols, offensive weapons, catapults, etc. are permitted on the site. NO water balloons. NO kites, drones, model aircraft, etc. can be flown. NO metal detectors. NO riding bikes around the toilet blocks.
13. Please DO NOT FEED the animals. NEVER walk between a mother and her young they can inflict serious injury. Fenced paddocks are strictly out of bounds at all times.
14. Trees and shrubs – please see that damage is not caused to trees and shrubs on the site.
15. Please use the children's recreation areas for all games. Football is not permitted on pitches please use the designated area.
16. Site fees are payable whether the caravan/tent is occupied or not. Fees are payable at the commencement of stay. Individual sites will be allocated on arrival. No change should be made thereafter by the occupants except by permission at reception, which will not be unreasonably withheld.
17. The Park owner will accept no liability for the person or property of any person using the site.
18. The use of generators is not permitted.
19. 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.
20. 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.
21. It is your responsibility to ensure your gas appliances are fit for purpose, safe and in good working order.
22. All cars, caravans, awnings, tents, etc. which are parked in the vicinity of trees, are the sole risk of the owner and management cannot accept responsibility for damage caused by falling trees or parts thereof.
23. 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 fire pits must be extinguished after use and cold ash disposed in the appropriate containers on site. 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.
24. Day visitors must park in The Old Shed car park and register at reception before entering the main site area and must adhere to these Site Rules.
25. Please report any incidents or accidents to Reception immediately so appropriate action can be taken.
26. The Management reserve the right to refuse admission to any person at any time.
27. We aim to provide a good standard of service to our guests, however, if you should notice an oversight on our part or have a complaint during your holiday please raise it with a member of staff immediately, so we have the opportunity to address the matter in a timely manner. If you do wish to pursue the matter following your departure, please write to us within 28 days.

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. **Those failing to comply with these Site Rules may be asked to leave the site at any time without a refund.**