



'Discover your outdoor happiness'

These are very important please read

It is important that you understand the terms and conditions on which we are making our agreement. Please read these terms and conditions carefully. These terms include important details on how we use the personal information that you provide to us.

Terms and Conditions

How these terms and conditions apply to our contract. We consider these terms and conditions (the "Terms") and our price list to set out the entire agreement between you and us for the supply of our services to you. Only these terms shall apply to our contract with you.

Please check that the details in these terms and conditions and your Booking Request are complete and accurate before you commit yourself to the contract.

If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we can only accept responsibility for statements and representations made in writing by our authorised employees and agents.

Please ensure that you read and understand these Terms before you submit your Booking Request. You may only request a booking if you agree to these Terms. By submitting a Booking Request you are deemed to have accepted these terms. This does not affect your statutory rights as a consumer.

Camp Katur sells Glamping holidays via www.campkatur.com (the "Website"), via telephone, via email requests, via postal requests. Any person wishing to make a booking via any of these methods (referred to as "you/your") acknowledges that such booking is made subject to these Terms.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the Website, in the brochure, at the Sites, or otherwise brought to your attention. It is your responsibility to read the Terms each time you submit a Booking Request and any such request shall signify that you have accepted to be bound by the latest set of Terms. A copy of the latest set of Terms is available on the Website and upon request.

In addition to these Terms, there may be specific rules and regulations that apply to the site. Please contact the relevant Site Manager in advance of your arrival if you require further details of any site specific rules and regulations.

Making a Booking

You can either book online, via telephone or via email. Please have details of all party members when making a booking. Please check your confirmation as Camp Katur cannot be held responsible for errors in information provided at the time of booking.

Bookings are not transferable to another party.

When making a booking you agree that you or at least one member of your party is eighteen years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.

Subject to availability, one night bookings maybe taken during any season when made directly on arrival onsite and not booked in advance.

Stag, hen or similar parties are welcome only at the sole discretion of the Site Manager; this also applies to any groups of five or more. Please advise at time of booking as to the nature of your group booking and total members.

A security bond of £250 per accommodation is required for groups of 10 members or more, which will need to be paid before the commencement date of the booking. Refusal to pay the bond may mean the booking is cancelled and no refund offered.

For groups, the names of all the guests in the party need to be provided at the time of booking. Failure to provide all the names may lead to the booking being cancelled or the Site Manager refusing entry to the site.

The maximum stay allowed is 28 days, after which time your accommodation or pitch must be vacated for at least three days before you return. You may only extend your stay up to a maximum of two 28-day periods within one year.

The site is only to be used for recreational glamping and camping only.

Prices

The prices are based on a daily rate unless otherwise stated. Prices include VAT at the current prevailing rate.

Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time prior to payment of the final balance.

Prices do not include any additional services, features and facilities unless expressly stated.

Group bookings of over 8 guests may be accepted at the discretion of Camp Katur, please call for details.

Promotions, deals or discounted offers are provided at the discretion of Camp Katur. All offers are subject to availability, cannot be used in conjunction with any other offer or discount and may be withdrawn at any time. Retrospective refunds are not permitted against any offer or promotion advertised after such time a booking is made.

Booking Extras – These include use of the Eco Spa area, BBQ Pod, onsite activities and other offerings which are offered at the time of booking.

Access and use of the Eco Spa area and BBQ Pod is only available to guests booking accommodation and is not available to visitors to the site.

All booking extras are subject at an additional charge and all prices stated for booking extras is inclusive of VAT at the current prevailing rate.

Gazebos – Gazebos up to 3m x 3m are classed as a pitch extra and are charged at a rate of £10 per night. Gazebos must be pre-booked on all occasions.

Visitors – Camp Katur are happy to accommodate day visitors but you need to make sure the Site Manager is aware of any visitors prior to their arrival.

It is essential, for security and health and safety, that visitors report to the reception on arrival to be booked onto the site at reception where they will be issued with a visitor's wrist band.

Entry to the site and parking onsite will be at the site manager's discretion. Visitors are required to leave the site by 10:00pm or whenever the site barriers are closed for the night, whichever is the earlier.

Payment

Payment for bookings can be made by Credit or Debit Card. Please note that payments made by Credit or Charge card are subject to a non-refundable additional charge of a minimum of 3% of the total amount due (this charge does not apply to payments made by Debit Card). Payment by this method confirms that you accept this additional charge. Unfortunately we cannot accept payment by cheque in advance or onsite.

For all standard bookings the full cost of the holiday is payable at the time of booking.

For large group bookings of 10 or more a 30% non-refundable deposit is required at the time of booking followed by the remaining balance which needs to be paid in full 8 weeks before the commencement of your stay.

For all group bookings of 10 or more guests a security deposit will be required of £250.00 per accommodation e.g. if the group booking takes 3 separate glamping accommodations a

security deposit equal to £750.00 will be required. This security deposit will be fully refunded at the end of your stay subject to no breaches of the conditions set out in the group agreement form which you must sign and return before you're booking commencement date.

The site accepts cash, Credit and Debit Cards (with the exception of American Express Cards). Please note that payments made by Credit or Charge Card are subject to a non-refundable additional charge of a minimum of 3% of the total amount due (this charge does not apply to payments made by Debit Card).

Services, Activities and Facilities

Site services, activities and facilities referred to in the Brochure, Site Leaflet or on the Website (e.g. bike hire, high wire course and other activities) are subject to availability and may be supplied by third parties. You use these services, activities and facilities at your own risk and Camp Katur shall have no responsibility for loss, damage or injury in relation to any services features or facilities provided or supplied by third parties.

Information about features, activities and services at our site, is, to the best of our knowledge and belief, accurate at the time of publication of the brochure and Website; however Camp Katur cannot guarantee that these services, activities and facilities will be available during your stay.

Detailed price lists for individual services, activities and facilities can be provided on request or on our website. All information on the website regarding prices is accurate as at the time of publication, but may be subject to change.

Camping, Campervans and Motorhomes

Camp Katur's primary product is Glamping, from time to time and during large events Camping, Campervans and Motorhomes will be accepted onsite at the discretion of Camp Katur Management, please email info@campkatur.com for details.

We currently have no facilities for electrical hook up.

Accommodation and Tent Pitches

The price of your accommodation is as detailed on our booking system. The prices for additional extras and services are also contained either in our price list or on our online booking system.

Standard Camping Pitch 2 guest– A standard unit is a tent which is a maximum size of 3m x 3m and includes parking for 1 car.

Standard Camping Pitch 4 guest– A standard unit is a tent which is a maximum size of 5m x 5m and includes parking for 1 car.

Family Camping Pitch – A standard unit is a tent which is a maximum size of 7m x 7m and includes parking for 1 car.

Each additional car per booking is subject a fee of £5.00 per car per night.

We currently have no facilities for electrical hook up.

Vehicle Conversions

Only fully converted Campervans and Motorhomes are accepted for overnight stays.

Sleeping in cars or vans is not permitted unless otherwise agreed and permitted in advance by the Site Manager.

Sign written towing vehicles are permitted on site provided campers are not trading or working from site, however you may be asked to park your vehicle away from the pitch.

We do not allow horse boxes or ladders to be present on your pitch.

Cancellation and changes to your booking

Loss of Deposit – In the event of a no show or cancellation on the commencement date of your stay there will be no refund offered.

If you cancel your holiday at any point after booking and up to 6 weeks before your arrival at Camp Katur you will lose your deposit already paid. This will be either:

30% of the total cost of the booking with a minimum payment of £30 being due, whichever is the greater amount OR if less than £30 was paid at the time of the booking, you will not be entitled to receive a refund of the money already paid.

Cancellation within 6 weeks of arrival

For a booking which includes a Bank Holiday season date you will forfeit all money paid.

For all other bookings which do not include a Bank Holiday you will forfeit 60% of the total cost of the booking with a minimum payment of £30 being due, whichever is the greater amount? If less than £30 was paid at the time of booking, you will not be entitled to receive a refund of the money paid.

Cancellation within 3 weeks of arrival

For all cancellations made within 3 weeks prior to arrival date 100% of the total sum paid will not be refunded.

All cancellations are subject to an additional £15.00 administration charge.

If you leave site early for any reason Camp Katur will not issue any refund for unused nights.

Unfortunately, in some circumstances Camp Katur may have to cancel your booking. In these circumstances we will offer you a full refund of any fees paid or the option of an alternative date (with you paying any additional cost or receiving a refund in respect of a price difference). No other compensation is available.

Changes to your booking

If you want to amend your booking, you must notify Camp Katur as soon as possible. Subject to availability, amendments to your booking can be made up to 3 weeks before your arrival at the Site. Amendments to bookings are subject to availability and a £15 per booking administration fee. Your admin fee will also be waived if the overall cost of your booking increases due to the amendment made. If you wish to transfer your booking to another date, we will use our reasonable endeavours to satisfy your request wherever possible subject to availability and payment of the correct fees. Transferred dates must be within the same booking season.

Large Event Booking Cancellations

For cancellations on bookings during large National and Regional events such as The Tour De France 2014 no refunds will be given and all monies will be forfeited.

Arrival and Departure

It is important that you report to the Site Reception on arrival, before going to your accommodation and pay any outstanding balance on your booking and any additional fees.

On arrival and registering on site all guests will be issued with an identity wrist band, this must be worn at all times for the duration of your stay at Camp Katur. This will easily identify you to our site operatives and security staff, failure to wear your identity wrist band and show to our site operatives if requested will result in the offending person/s to be asked to leave the site immediately.

Check in is from 3pm, arrivals after 6pm will be left self check in details outside of Reception.

If you wish to arrive earlier, please contact Camp Katur prior to your arrival and they will do their best to accommodate your request, but this cannot be guaranteed.

For advance bookings, if not notified otherwise, your accommodation will be held until midnight on the day of your arrival, after which it will be put up for re-sale and your booking treated as a cancellation with your monies retained.

Accommodation must be vacated by 11am on the day of departure unless otherwise agreed with the Site Team. Departures after 11am are subject to availability.

Subject to availability, we accept bookings on all our Site up to dusk on the day of your arrival.

Management and Behaviour onsite

Our Site Managers and their teams are fully empowered in all aspects of Site operation and management. Camp Katur fully supports its Site Managers and teams in dealing with matters of policy at their sole discretion when the need arises. In placing a Booking Request you agree that you and your party will at all times comply with the requests of the Site Managers and their teams.

As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the Site.

Any wilful damage to the Site or any other Camp Katur property will result in you being asked to immediately leave the Site. If you are asked to leave under these circumstances, no monies will be refunded.

Our customers visit our Site to enjoy the peace and tranquillity. If anyone does not respect this, the Site Manager and their team reserve the right to refuse them admission or ask them to leave the site at any time. If you are asked to leave under these circumstances, no monies will be refunded.

All guests will be required to leave card payment details on record for the duration of their stay at Camp Katur as form of a security bond. Any wilful damage to property of Camp Katur, The Camp Hill estate deemed to have been caused by any of your booking party will be deducted from the card and an appropriate invoice supplied.

The Site Manager reserves the discretion to ask any customer for a security bond regardless of party size. This will be refunded in full at the end of your stay unless, in the opinion of the Site Manager, you have displayed unreasonable behaviour (this includes but is not limited to, excessive noise, wilful damage to the Site or other people's property and abuse of our staff).

To respect the enjoyment of others, we ask that noise levels are kept to a minimum after 10:00pm. There is to be NO amplified music in open public areas and No music is allowed on site after 10.30pm.

To protect our woodlands, the burning of foraged wood is strictly prohibited. Charcoal only BBQs are allowed and you must utilise the provided BBQ baskets. All open air BBQ's must be extinguished by 10.30pm. Open fires and rope swings unless set up in designated areas by Camp Katur are also prohibited. No structures can be tied or secured to trees or vegetation. Any structures that are or are judged to be causing damage to the site will be taken down or

removed. The site team reserve the right to do so without prior consent and wholly at the site teams' discretion.

Dogs

Dogs are welcome on our sites but all Dogs must be kept on leads at all times and any fouling must be collected and disposed of. A maximum of 2 dogs per accommodation are permitted onsite. If there is an incident onsite involving your dog please note that you may be asked to leave the site immediately and no monies refunded.

Complaints

We want you to have an enjoyable holiday. Should you have cause for complaint, please contact our Site Manager immediately who will try to resolve your complaint and advise you of our complaints procedure.

We ask you to note that if you do not give us the opportunity to resolve the problem by reporting it onsite, we may not be able to deal with any complaint on your return and your rights to claim may have been reduced or forfeited.

If, at the end of your stay with us, you feel we have not dealt with your complaint satisfactorily, we ask that the main booker submits a written complaint within 28 days of your return home to:

Camp Katur
The Camp Hill Estate
Kirklington
North Yorkshire
DL8 2LS

Email: info@campkatur.com

Information about you

At times we may request that you voluntarily supply us with personal information. Generally this information is requested when you request information and/or services from us. We may gather and use information about you in the following ways:

We will use your personal information and information we obtain from other sources for administration and customer services, for marketing, to deliver our services to you, to analyse your purchasing preferences and to ensure that the content, services and advertising that we offer are tailored to your needs and interests. We may need to share your information with our service providers and agents for these purposes.

We intend to continue improving the content and function of our Website. For this reason, we monitor customer traffic patterns and Website usage to help us improve the design and layout of our website and provide content that is of interest to you.

By providing us with your personal information you consent to our processing your personal data for the above purposes. We will only use the information that you provide to us for the purposes contemplated in these Terms, informing you about similar services which we provide (unless you tell us that you do not want to receive this information) and improving the services which we offer to customers.

We may share your information with our affiliates and/or business partners for marketing purposes or we may send you information about other organisations' goods and services. We may contact you by post, telephone, fax, email or other electronic messaging service with offers of products, services or information that may be of interest to you. By giving us your contact details you consent to being contacted by these methods for these purposes. If you do not wish to receive marketing information from us or our affiliates and/or business partners other than the information you have requested, please indicate this on registration or contact us using the details below.

If we (or any part of us) enter into a joint venture or are sold, transferred to or merged with another business entity, or if our business structure changes, the information that we hold about you may be disclosed to the new business partners or owners, although your personal information will still only be used in accordance with these Terms.

We employ security measures to protect your personal information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We may retain your personal information after we have ceased using it for the purposes set out in these Terms, or for as long as the law requires.

You are entitled to obtain details of the information that we hold about you (for which we may charge a small fee). You may also ask us to make changes to the information we hold about you or your marketing preferences to ensure that it is accurate and kept up to date. If you wish to do this, please send an email to info@campkatur.com or by post to Camp Katur, The Camp Hill Estate, Kirklington, North Yorkshire, DL8 2LS.

We may use information obtained about you from cookies (files which are sent to us by your computer or other access device) which we can access when you visit our website in the future. We do this to allow us to identify users and personalise the Website wherever possible. The cookies store small pieces of information about our users, such as names and email addresses. This means that on future visits to our website, we can identify past users. We may access cookies stored on your computer when you visit our website in future or when you open an email from us.

If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies. Any cookie whose name starts with UTM is a Google Analytics first party cookie. If you want to stop cookies being stored on your computer in future, please refer to your

browser manufacturer's instructions by clicking "Help" in your browser menu. Further information on deleting or controlling cookies is available at www.aboutcookies.org. Please note that by deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our Website.

Liability

Please read this section as it is important that you understand what you are agreeing to

Nothing in this section limits or attempts to limit our liability for:

- Death or personal injury caused by our negligence; or
- Fraud or fraudulent misrepresentation; or
- Any breach of the obligations implied by Section 2 of the Supply of Goods and Services Act 1982; or
- Losses for which it is prohibited in Section 7 of the Consumer Protection Act 1987 to limit liability; or
- Any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

Subject to the matters detailed above, if we fail to comply with these Terms, we shall not be responsible for any losses that you suffer as a result, except for those losses which we could reasonably foresee would result from our failure to comply with these Terms.

In addition to the above, we shall not be responsible for any:

- Loss of income or revenue;
- Loss of business
- Loss of anticipated savings
- Loss of data

Our maximum liability shall be no more than to refund the amount paid by you for the holiday.

As our Site is located in a woodland environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

Camp Katur does not accept responsibility for anything that adversely affects your holiday that is outside of our control. These circumstances are known as 'Force Majeure' events and are circumstances that Camp Katur could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Camp Katur will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to do so and shall not be liable to you for any losses caused by a Force Majeure event.

Reference to any products, services or other information belonging to third parties does not imply or constitute an endorsement, sponsorship or recommendation by Camp Katur. Links to other services not operated by Camp Katur are provided solely for your convenience. Camp Katur accepts no liability for any products services or other information provided by third parties.

Other Important Information

Any photographs, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogue, or brochures or on our Website, are issued or published solely to provide you with an approximate idea of our Site and services. They do not form part of the contract between you and us.

If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the Term will, to that extent only, be severed from the remaining Terms, which will continue to be valid to the fullest extent permitted by law.

If we fail at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. Any waiver of a default by us does not mean that we will automatically waive any subsequent waive by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.

You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms.

These Terms and any non-contractual obligations relating to these Terms shall be governed by and interpreted in accordance with English law. You and we both agree to the exclusive jurisdiction of the English courts. This contract shall be concluded in the English language.

If you wish to contact Camp Katur please use the following address: Camp Katur, The Camp Hill Estate, Kirklington, North Yorkshire, DL8 2LS

THE CAMP HILL ESTATE ACKNOWLEDGEMENT OF RISK

The Camp Hill Estate is an action, adventure and team building destination and because of this there are many activities located around the estate that require professional instruction and supervision to use.

If you or any of your party takes it upon themselves to try and use any of the activities around the site your whole party will be asked to leave the site immediately with no refund offered.

The lead booking person is responsible to ensure that all members of your party are aware of these terms and condition and acknowledgement of risk statement

Please read and understand this:

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Camp Hill Limited, Kirklington, Bedale, North Yorkshire, DL8 2LS. Tel:01845 567788 Fax: 01845 567065

"CAMP HILL" means Camp Hill Ltd, its officers, servants, agents and such other persons or organisations as maybe authorised by Camp Hill Ltd to promote and/or organise any events at Camp Hill.

We acknowledge that all events promoted and organised by Camp Hill Ltd are potentially hazardous sports and that I accept that I participate in any such events to the intent that I do so entirely at my own risk.

We confirm that we strictly observe and comply with all the regulations and lawful instructions given by "Camp Hill" and shall not endanger the persons or property of any other participants or spectators or any other persons present.

We accept that CAMP HILL shall not in any circumstances whatsoever be liable to me or to any other person for an amount of excess of the financial consideration received by CAMP HILL for my participation in events organised by Camp Hill Ltd in respect of any loss or damage howsoever caused involving any person, property or interest suffered by me directly or indirectly arising out of or in connection with my participation in such events, save for such liability as may not be excluded under the Unfair Contract Terms Act 1977.

We accept that the company shall in no circumstances be liable for any consequential or indirect loss of any nature whatsoever suffered by me, whether this loss arise from breach of a duty in contract or tort in any other way (including loss arising from CAMP HILL'S negligence), save in the case of death or personal injury resulting from the negligence of CAMP HILL as defined in the Unfair Contract Terms Act 1977.

We undertake to indemnify CAMP HILL against all actions, claims or demands by third parties, whether in tort or otherwise, howsoever arising directly or indirectly in connection with my acts, omissions, defaults or negligence whilst participating in events organised by Camp Hill Ltd.

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