

Fairthorne Manor Campsite Booking Conditions

YMCA Fairthorne Group is a company limited by guarantee in England and Wales. Company Number 4336719. Registered Charity Number 1090981, Registered Office Bugle House, 53 Bugle Street, Southampton SO14 2LF

1.0 Permission & Responsibility

- Your contract is with YMCA Fairthorne Group (YMCAFG) and shall be subject to the jurisdiction of the English Courts under English Law.
- The person making the booking accepts responsibility for checking that all the details on the booking confirmation are correct and has 7 working days to inform YMCAFG of any omissions or errors. After this time, amendments will be subject to the relevant administration fee.
- It is the responsibility of the customer to ensure all details regarding the booking are accurate prior to confirming a booking. If you are booking on behalf of a group, you are guaranteeing that you have the authority of your organisation to do so. At least one member of each party must be aged 21 years or over.
- In addition to these booking conditions, there are specific campsite rules published on our website. Please ensure you read these camp rules prior to making a booking.

2.0 The Booking

- The booking is confirmed and a contract formed when YMCAFG has received payment.
- Bookings are non-transferable.
- In accordance with the 2014 Consumer Contracts Regulations, if you have made a telephone or online booking, you have 14 days from the date of booking to cancel and receive a full refund. All cancellations must be made in writing (email or post). If the arrival date is within 14 days of the booking date, your cancellation rights end 7 days prior to the arrival date and a refund will not be given.
- There is a minimum stay of 2 nights. The maximum stay at the site is 28 days, after which your pitch must be vacated.
- Stag, hen or similar parties are welcome at the discretion of YMCAFG. A behaviour bond of £30 per person may be requested upon arrival at the site at the discretion of the Duty Manager.
- Pitches are allocated on arrival and cannot be pre-booked.
- Access to your pitch is from 1pm on arrival day. Pitches must be vacated by 12pm on departure day.
- Behaviour – guests displaying inappropriate or anti-social behavior will be asked to leave the site at the discretion of the Fairthorne Manor management team. No refunds of unused nights will be made in these cases.

3.0 Dogs

- To ensure the safety of all visitors, dogs are not permitted at the YMCA Fairthorne Manor Campsite.

4.0 Prices

- Camping prices include VAT and charged per pitch – see price list for further information.
- A maximum of 6 people are permitted per pitch; groups of over 6 people must book additional pitches. A pitch is defined as 6m x 6m. Group pitches are at the discretion of YMCA dependent upon current Government guidelines.
- Charges are applicable for 4 years old and over.
- There are additional charges for hire of fire pits, barbeques, food offers and activities.
- YMCA will do its utmost to ensure that the price will remain the same. However, in the event of exceptional circumstances we reserve the right to increase the price. If an increase is in excess of 10% of the quoted cost, the client will have the right to cancel with a full refund.

5.0 Payment

Full payment is required at the time of booking and can be made by credit or debit card. Cash is only accepted if bookings are made in person. It is not possible to make provisional bookings.

6.0 Booking Amendments

- By you – amendments to bookings i.e. date changes, are subject to availability and an administration charge of £10 per pitch per amendment. Charges are not applied if you are adding to your booking. By us – we may make amendments to bookings for operational reasons at any time.
- YMCAFG reserves the right to make changes to the booking or onsite services provided. Most of these will be relatively minor e.g. changing which day an activity is offered. However, in the event of a major change e.g. a forced change of

dates, you will have the option to either change the visit date (subject to availability) or cancel the booking with a full refund.

7.0 Cancellation

Cancellations must be made in writing and will be subject to the following charges:

- More than 14 days prior to arrival – 25% of the total cost (minimum charge £25).
- Within 14 days prior to arrival – 100% of total cost.
- Your statutory rights under the 2014 Consumer Contract Regulations are not affected.
- YMCAFG reserves the right to cancel a booking for whatever reason. All monies paid to us in respect of the booking will be refunded in full. No refund will be made in respect of pitches vacated before departure date.

COVID cancellation

In the event of COVID restrictions, the following cancellation conditions will apply:

- In the event of a national or local lockdown resulting in the closure of Fairthorne Manor or relevant services, you are able to move your visit to alternative dates or receive a full refund.
- In the event of a local lockdown where you are based but when Fairthorne Manor remains open, where possible we will try to reschedule your visit date. In the event we are unable to reschedule to alternative dates, cancelled visits will not be refunded.
- In the event that a member of your party is self-isolating and as a result your party can no longer attend, we will try to reschedule your booking date or leave your credit on your record for use in the future. Refunds will not be given. We will require proof that self isolation is required in the form of one of: information from the NHS Covid-19 app showing that you have been requested to self-isolate, a doctors letter or a positive Covid-19 test result.

8.0 COVID illness

Customers who have symptoms compatible with coronavirus (COVID-19) should not attend. If they develop symptoms while attending, they will be sent home and told they, and their households, must follow the guidance for households with possible or confirmed coronavirus (COVID-19) infection, including the requirement to self-isolate. No refunds will be given in the event of unused nights.

9.0 Misrepresentation by You

In the event it comes to light that you have misrepresented any element of your booking with us we reserve the right to cancel your booking with no compensation for loss of stay, even if that misrepresentation only comes to light after you have arrived. The clause "Misrepresentation by You" is extended to explicitly include whether the makeup of your party or reason for stay breaches any Government legislation applicable at the time of your stay.

10.0 Adverse Weather Conditions

The campsite will operate in all weathers and the responsibility is with participants to provide appropriate clothing and resources. No refunds will be given for camping not attended due to poor weather unless the campsite is closed by the YMCA in accordance with the YMCA's operating procedures.

11.0 Liability

- YMCA Fairthorne Manor Campsite accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment
- YMCA Fairthorne Campsite accepts no responsibility for:
 - The acts or omissions of its clients whether negligent or otherwise and shall not be liable for claims made against them, either by other clients or third parties.
 - loss of income, revenue, business or data.
 - acts of force majeure that may affect your stay i.e. that we could not have foreseen, such as, but not limited to, natural disasters, acts of terrorism or other factors outside of our control.
- Customers are responsible for the cost of repairs necessitated by any willful damage they may cause.
- The person who has made the booking is responsible for ensuring high standards of behaviour within their group.
- YMCA Fairthorne Manor Campsite does not accept responsibility for guests' property of any description.

12.0 Insurance

YMCA Fairthorne Manor Campsite has public liability insurance cover up to £10 million. We recommend that customers take out their own travel insurance to cover risks of accident, loss of personal belongings and cancellation.

13.0 Disclosure & Data Security

In line with GDPR, we have measures in place to protect the personal booking information held by us. Family and child details will not be disclosed to any third parties (other than those contracted to deliver services on behalf of YMCA FG) and will only be used to fulfil visit administration and to communicate details of YMCAs products and services. For further information regarding our use of your data, visit www.ymca-fg.org/privacy-cookie-policy.

14.0 Photographs

Photographs and video may be taken by us, to be used in publications, marketing material and social media. Please inform the YMCA Fairthorne Manor Duty Manager if you do not wish to be photographed or filmed.

15.0 Termination of booking

YMCA Fairthorne Manor Campsite reserves the right to terminate any bookings by customers failing to meet these conditions. In these circumstances, no refunds will be given.

If YMCAFG is directed by Government to close due to coronavirus, refunds will be given.

Updated 8/7/2020 JH

**Your local
community
charity**

www.ymca-fg.org

Welcoming

Active

Listening

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Caring

Exciting