

# Ings Farm CL Site - Terms & Conditions, Booking Procedure & Cancellation Policy

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## Terms & Conditions

Thank you for choosing to stay with us at Ings Farm, we look forward to meeting you. Please find below the terms and conditions applicable to our CL. Most of our Terms & Conditions are similar to those of the Caravan & Motorhome Club terms and often we can be more flexible. We are though an independent small business and some things will differ from the CAMC terms. We recommend familiarising yourself with our T&C's before booking. If in doubt please contact us to clarify any points.

Your agreement is with Ings Farm Certificated Location and its owners and references to 'we', 'us' and 'our' in these terms and conditions are to Ings Farm Certificated Location and its owners. References to 'you' in these terms and conditions are to you, as the person making this booking and, where applicable, to every member of your party.

### ***CAMC Membership:***

You must be a current member of the [Caravan & Motorhome Club](https://www.caravanclub.co.uk/membership/) to book a pitch with us. If you are not currently a member - please use the link below so you can join, online, the growing membership of caravanning and motorhome club members. We cannot accept bookings from non-members or lapsed memberships. <https://www.caravanclub.co.uk/membership/>

### ***Pitch fees:***

Pitch fees are as advertised on our website at [Ings Farm Holidays \(www.ingsfarm.com\)](http://www.ingsfarm.com) and are inclusive of electricity for your convenience (charging of electric vehicles and heating & cooling of awnings are **NOT** included). Extra charges apply for extra adults (*maximum 4 persons per outfit*).

**Please note:** We are an **adult only** CL; everyone staying on site must be aged 18 or over.

### ***Pitch Reservation:***

With our new booking system you are able to book a specific pitch number. If you are staying with family or friends this is a very useful feature.

### ***Group Bookings:***

We do welcome group bookings with a maximum of 2 extra persons per outfit. We appreciate you may want to socialise as a group in the evenings but would ask the whole group to adhere to our "Quiet Time" policy from 10pm - 7am. With any group booking full payment will be requested at least 14 days prior to arrival.

### ***Deposit Payment:***

A 25% deposit will be required for all bookings payable by bank transfer, credit or debit card. Details about how to pay your deposit will be supplied in your booking confirmation email. **Your booking is not secure until your deposit has been received and acknowledged by email.** See also full details in the "Booking your Pitch" section below.

### ***Balance payment:***

Balance payments are due between 14-16 days prior to your arrival. By making your booking and paying a deposit by credit or debit card you are agreeing that any balance payments due are taken automatically using the same card as used to pay the deposit. Any other monies due after your stay at Ings Farm CL will be automatically debited from the same card. We no longer accept cash on arrival.

### ***Arrival & Departure times;***

Arrival is from 2pm - 8pm and we ask that you vacate your pitch before 11am on your day of departure. We will do our best, where possible, to accommodate earlier arrivals (not before 1pm).

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We do **not** operate a late checkout facility. This is due to having a 24/7 online booking system whereby members can book and arrive on the same day. If you do want to stay later on your proposed departure day you will need to book one extra night's stay (subject to availability) so as to reserve the pitch from any other members booking last minute online.

## ***Awnings:***

Awnings must be pitched within the boundary of your allocated pitch with a breathable ground sheet, tent pegs and storm straps where possible. Motorhome driveaway awnings are permitted or slightly detached motorhome awnings used for storage or a separate WC.

Ings Farm CL cannot be held responsible for any awnings damaged on our site by bad weather or any other reason. On leaving please check all awning pegs, guy ropes, storm straps have been collected so as not to damage any grass mowing machines.

The **heating and cooling of awnings is NOT permitted**. We are an "Eco-Friendly" CL site and have a "fair use policy" see further details on the Electric Hook Up section below.

## ***Extra sleeping accommodation:***

Only awnings attached to your main outfit are permitted (this includes driveaway awnings for motorhomes) for any additional sleeping accommodation. These can include connected sleeping annexes and enclosed inner sleeping pods.

**No additional separate tents or pup tents are permitted.**

## ***Drones & Kites:***

The flying of drones from our CL and/or taking of photos/video of our CL site or private property by drone is NOT permitted. This also applies to the flying of: model aircraft, sky lanterns, air guns, firearms (imitation or BB guns) & bows and arrows.

## ***Dogs & Other Pets (max 3 pets):***

We are happy for you to bring your pets to Ings Farm CL Site. You are required to keep your **dog(s) & other pets on a maximum 2 metre lead or within an enclosed run on your pitch, under close control at all times** and clean up after them. Do not let your dog(s) or pets off lead or toilet on the CL.

There are various ground nesting birds, hares and other protected species on the site and if it is found that dog(s) or pets are constantly "off leads and or roaming" you **WILL** be asked to leave. Please note we do not allow on site any breed of dog listed under the Dangerous Dogs act 1991. For your pet's safety, security and well-being we would ask that no pets be left unattended at any time on the CL site - this includes being locked in your outfit.

## ***Day visitors:***

We do **NOT** allow day visitors on-site to meet with staying guests. We politely ask you to arrange to meet up with family and friends at an offsite location. In **exceptional circumstances** if you do need a day visitor to **briefly** meet with you at Ings Farm CL, please let Colette or Ron know.

## ***Extra vehicles:***

No extra vehicles are permitted on your pitch apart from the towing vehicle or motorhome towed car. In exceptional circumstances we would allow one extra vehicle, for an overnight guest, at extra cost per night. This vehicle must be parked within the area of the booked pitch. Prices can be found on our website at [ingsfarm.com](http://ingsfarm.com).

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## *Quiet Time:*

For the enjoyment of all guests we ask that between 10pm and 7am we have "Quiet Time". We reserve the right to refuse acceptance or to terminate the visit of any person/s whose conduct we deem is detrimental to us or to our other visitors.

## *Firepits, charcoal & gas barbeques:*

Due to the long dry summers and being surrounded by fields of crops we cannot allow firepits or charcoal barbeques - due to the risk of fire spread. **We are very happy for you to use gas or electric barbeques** as they are much more controllable and do not have hot ashes or hot coals to dispose of.

**All barbecues must be raised off the ground by at least 2 foot.**

## *Waste:*

We can only dispose of your everyday domestic waste. You must not leave broken items (e.g. chairs, barbeques etc) or large packaging (e.g. cardboard boxes from new items) as we are unable to dispose of them. As we are an Eco-Friendly site we ask all guests to recycle their waste in the recycling bins provided - cleaning all tins & plastic containers plus crushing plastic bottles, cans and large items.

We also have a compost system whereby any waste food, fruit, vegetable, tea bags and ground coffee (not pods) etc can be added to the compost bin provided. This waste is made into compost here at Ings Farm and is used for any new planting schemes or as a mulch over Winter.

## *Water:*

Our water here is supplied via a borehole and is electrically pumped to a filter room. The water is regularly tested and filtered for your safety. If for any reason we have a power-cut the water supply will also be affected. We will endeavour to get a generator working to restore water if this is the case for any prolonged outage.

Please do not waste the water, please check your outfit and connections to the taps for leaks. If our pump is working overtime it is often due to an outfit having an overflow tap open or that the tap connection is leaking. We may come out to advise if we feel this is the case.

Please do not wash your towing vehicle or main outfit at Ings Farm CL site.

## *Chemical & Grey Waste; Vortex Sewage Treatment Plant:*

At Ings Farm we have a newly installed Vortex sewage treatment plant which cleans the waste to a point whereby any water run off can go directly into the ditch. Eco friendly bacteria is added to the system to aid its efficiency - hence we ask all guests **NOT to use any chemical toilet blue or antibacterial products**. It is important **NOT to flush any wet wipes or sanitary products** into this system (as they do not break down). Ron and I have to clean them out - which is not the best job in the world!!

Grey waste can be added to this system but we have recently installed new grey waste points to each pitch which sends all your grey waste to a soakaway with a bio filter. These individual pitch grey waste points have a trap to stop any waste water odours leaching back into your outfit. No waste oil or fats to be poured into this system.

## *Damage or Loss to property:*

We will not be held responsible for any loss or damage, however caused, to your property or vehicles or any injury to you, your pets or your guests whilst staying on our CL. If damage is caused to the property of Ings Farm CL site you will be asked to cover the cost of the repairs and provide details of your insurance if we need to make a claim.

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## Electric Hook Up & Fair Use Policy

For your convenience electricity is provided as part of your pitch fee with one cable per unit to one socket only (no splitters to be used). Any coiled cables must be fully unreeled to avoid electrical overheating and a fire hazard. All electric use is subject to this "Fair Use Policy" for **internal** caravan/motorhome/campervan purposes only.

### We regret this does **NOT** include;

1. Heating of awnings, trailer tents or storage tents (via portable electric heaters)
2. Cooling of awnings, trailer tents or storage tents (via portable air conditioning units)
3. Internal outfit air conditioning units running whilst away from the site
4. Internal caravan electric heaters when away from site (Fire Safety Hazard)
5. Charging of electric motor vehicles - extra charges apply - see below;

### Outfits in breach of this will be disconnected or asked to leave.

#### *Electric Car & Battery Charging:*

If you need to charge your electric vehicle or battery extra charges apply (pricing can be found on our website at [ingsfarm.com](http://ingsfarm.com)). The vehicle/battery can only be charged via a 13amp (3 pin) socket from within your caravan (we would suggest dropping the amps down to 6A if using electric heating and hot water in your van or 10A if using gas for your heating & hot water).

*Using an internal (3 pin/13amp) socket within your caravan does provide a slower charge but allows the consumer unit inside the caravan to act as an additional safety feature. Please do not use any spare EHU points which may be available as this could overwhelm our system and cause power outages or even seriously damage your vehicle/battery. (Outfits in breach of this will be disconnected or asked to leave).*

A full list of local fast charging points can be found on your "Welcome Booklet" supplied on arrival - if you would like a copy of this sent by email prior to your stay - please ask.

## Booking your pitch

When making your booking we will ask for a **25% deposit** to be paid.

### Accepted payment methods are listed below;

- **Credit / Debit Card:** most major credit or debit cards are accepted
- **E-banking:** Colette Cox. Sort Code: 403504. Account Number: 62800195 Reference: Surname & last four digits of your CAMC membership number

On receipt of the deposit payment you will receive an email to confirm your booking and that your dates have been reserved for you.

If the deposit payment is delayed you may lose your requested dates - we cannot HOLD dates for members. So the sooner the deposit is paid, the holiday dates requested can then be confirmed.

## Balance payment

Balance payments are due between 14-16 days prior to your arrival. By making your booking and paying a deposit by card you are agreeing that any balance payments due are taken automatically using the same card as

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used to pay your deposit. Any other monies due after your stay at Ings Farm CL will be automatically debited from the same card.

Please let us know when making your booking if you prefer to pay any balances via any of the other accepted methods below;

- **Ebanking:** to Colette Cox. Sort Code: 403504. Account Number: 62800195 Reference: Surname & last four digits of your booking reference number (which can be found on your confirmation email)
- **Credit / Debit Cards;** If you have booked online and paid your deposit by credit/debit card we will attempt to automatically take the balance payment via the same method.

If the automatic balance payment fails a secure payment link will be emailed over together with details of Ebanking and Pay mobile details. Cash on arrival is no longer accepted.

**IMPORTANT:** The balance payment does need to be paid within **48 hours of the notice email being sent.** Failure to pay the balance within this timescale will result in your pitch booking being automatically cancelled, deposit forfeited and your booked dates made available to the membership.

## Cancellation & Date Amendment Policy

If we have to cancel your booking prior to your arrival we will refund in full any payments you have already made or issue you with a credit voucher towards a future booking.

Coronavirus (or any other pandemic): We will be unable to offer refunds for any deposits paid if we go into another lockdown and we are once again forced to close our CL. **However**, we will be able to move your booking with the deposit or offer a credit note towards your next booking with us if you're undecided on alternative dates.

If you have to cancel or amend your booking please do so as early as possible. Your booking is only cancelled or amended once you have received a confirmation of cancellation email from us. If you email/leave a voicemail to cancel or amend and do not receive a confirmation email from us within 48 hours, please contact us again as we have not received your message and you may still be liable for payment.

Events such as; vehicle or outfit breakdown, accident, illness, incorrect booking, misjudgement of site facilities required, inclement weather etc which may result in delayed arrival, curtailment or cancellation of your stay are not the responsibility of Ings Farm CL and therefore we advise you to seek appropriate travel insurance.

**Ings Farm CL site strongly recommends taking out holiday travel insurance incase of any unexpected cancellations.**

### *Amending your dates;*

If you need to postpone your holiday at Ings Farm and require your booked dates to be amended - this can only be done **once**. The amended dates must be within a 12 month period from the request of change date.

Extra charges will apply, depending on notice given (see Refund Policy below) and or if the new dates requested are within a higher pricing bracket.

**By making a booking and paying your deposit you signify your agreement with our terms, conditions and refund policy below:**

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## Refund Policy

### ***Booking cancelled or amended more than 42 days (6 wks):***

We are happy to roll your deposit forward\* to another booking within 12 months of your cancellation / amendment day; this is subject to availability.

Any deposits rolled forward will be issued with a cancellation voucher to the FULL deposit value (***during the FREE CANCELLATION PERIOD***).

Alternatively we are happy to provide a Cash refund of deposit by the same method as received; less a £10 administration fee.

### ***Booking cancelled or amended between 15 days - 41 days before arrival:***

No cash refund of deposit is available. We will roll your deposit forward\* to another booking within 12 months of your cancellation day; this is subject to availability.

Any deposits rolled forward will be issued with a cancellation voucher to the deposit value less a £10 administration fee

### ***Booking cancelled or amended 14 days or less before arrival:***

You will forfeit your 25% deposit. We will roll the balance amount of your stay forward via a cancellation voucher\*, less a £20 administration fee, to another booking within 12 months of your cancellation day; this is subject to availability. No cash refunds apply. (Extra charges may apply for dates amended - see amending your dates section on page 6)

### ***Booking cancelled or amended on the arrival day or any day thereafter;***

No refund will be provided nor will we provide any refund for late arrival, early departure or any nights not used.

### **Unused services or early departure;**

Similarly, no credit or refund is available for any unused services provided in the cost of your holiday. For example if you choose to depart early, there is any temporary power outage, wc closure, not requiring the Elsan Green fluid or pouches, extra persons or vehicles leaving early.

### ***Cancellation Vouchers (valid for 12 months);***

Any cancellation vouchers, which may apply to your booking cancellation or amendment, will be emailed directly to you on receipt of your cancellation notice email, telephone call or voicemail message. (See cancellation policy on P6).

**Notice given:** (42 days / 6+ weeks); Any deposits rolled forward will be issued with a cancellation voucher to the full deposit value.

**Notice given:** (15 days - 41 days); Any deposits rolled forward will be issued with a cancellation voucher to the deposit value less £10 administration charge.

**Notice given:** (14 days or less before arrival date); Any balance payments to be rolled forward will be issued with a cancellation voucher (voucher value amount depends on notice given - see previous section titled "*Booking Cancelled 14 days or less before arrival*") less £20 administration charge.

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\*Any deposits or balance payments to be 'rolled forward' (by way of a cancellation voucher/no cash alternative) will no longer be subject to our cancellation policy and if cancelled a second time the deposit or balance payment will be forfeited regardless of the notice given.

## Contact us

If you would like to post a cheque payment, review, access, amend or update your information please contact us by any of the methods below;

**Website** contact us page; [www.ingsfarm.com](http://www.ingsfarm.com)

**Post**; Colette or Ron Cox, Ings Farm CL, Ings Lane, Saddleback Road, Skidbrooke, Louth. LN11 7DH.

**Email**: [colettesarahcox@gmail.com](mailto:colettesarahcox@gmail.com)

**Phone/text**: Colette: 07545 007578 / Ron: 07545 034675

By booking with us by email or over the phone and paying any deposit due, you accept and agree to be bound by the terms and conditions of this agreement. If you do not agree to abide by these terms please do not book a pitch. We reserve the right to change these terms & conditions from time to time as we see fit.

Please familiarise yourself with the Caravan Club's rules for staying on a CL on pages 260 & 261 of the Club's sites directory.

## Privacy Policy

At Ings Farm Certificated Location (CL) we take your privacy seriously and only use your personal information to provide the products and services you have requested from us. We are the data controller in respect of any personal data we collect about you and we monitor our data protection compliance.

How we collect and process your personal information & data: On our website when you visit, enquire to make a booking, from emails you send us or questions you ask us various data is collected. If you contact us (by phone, email, text or otherwise), we may keep a record of our correspondence with you for record purposes, to improve the quality of our offering and to prevent and detect fraud. When you arrive at our CL and whilst on the premises in the form of closed circuit television (CCTV).

What information we may collect: The personal information we collect will include name, email address, home address, telephone numbers and your CAMC membership number. We may use your personal information & data in the following ways: To administer your booking(s), send you emails or call you in relation to your stay. To contact you after departure to ensure you have enjoyed your stay and to invite you to leave a review. To occasionally send you update emails about our CL should you opt in to this service. We use CCTV at our property that may capture or record images of you and your visitors in public areas for the protection of you and your visitors and for the purposes of crime prevention where permitted by law.

Sensitive personal data: We do not collect sensitive personal data such as racial or ethnic origin, nationality, religious beliefs, etc. We may use data provided by you to meet your particular needs (for example, the provision of disability access). You do not need to provide us with personal information to browse our website.

Opt out: Marketing & promotional emails provide a link at the end of the email to unsubscribe from that service. Please note that it is not possible to 'opt-out' of receiving communication from us which relates to your booking(s).

Non-disclosure to third parties: We do not share your data with any other company for marketing purposes. We may share your data with agencies such as law enforcement or governmental organisations where we are required to make such disclosures by any applicable law. This includes, but is not limited to, your use of our WiFi internet service.



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Retaining personal information: We retain personal information about you for the period necessary to fulfil the purposes outlined in this Policy, unless a longer retention period is required or permitted by applicable law. Where your information is no longer required, we will ensure it is disposed of in a secure manner.