

# Ings Farm Holidays - Terms & Conditions

By booking and paying your deposit, you are agreeing to the Terms and Conditions of Ings Farm Holidays. We look forward to welcoming you!

Please note that we are an independent small business, and our policies may differ from those of the Caravan and Motorhome Club (CAMC). We recommend you read these terms carefully before booking. If you have any questions, please contact us for clarification.

In these terms, "**we**," "**us**," and "**our**" refer to Ings Farm Holidays and its owners. "**You**" refers to the person making the booking and all members of your party.

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## 1. Bookings and Payments

### Deposits and Balance Payments

A minimum **25% deposit** is required for all bookings. Your booking is not confirmed until we receive this deposit and send you an email confirmation.

The remaining balance is due **10-14 days** before your arrival. For card payments, we will automatically debit the balance using the card you used for the deposit. If this payment fails, we will email you a secure payment link.

**Important:** The balance must be paid within **48 hours** of our notice email. Failure to do so will result in your booking being automatically canceled, and your deposit will be forfeited. The dates will then be made available to other guests.

### Accepted Payment Methods

- **Credit/Debit Card:** Most major cards are accepted.
- **E-banking:** Colette Cox, Sort Code: 403504, Account Number: 62800195. Please use your surname and booking reference as the payment reference.

If you prefer an alternative payment method, please notify us when you make your booking. We **no longer accept cash** on arrival.

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## 2. General Site Rules (Applies to all guests)

### Arrival and Departure

- **CL Site:** Arrival is from 2 pm to 8 pm, and departure is by 11 am.
- **Holiday Cottages:** Arrival is from 3 pm to 9 pm, and departure is by 10 am.

**Early Arrival and Late Checkout:** You may be able to book an early arrival (midday for CL, 1 pm for holiday cottages) or a late checkout (1 pm for CL, midday for holiday cottages) for an extra fee, subject to availability. Please book this online. To stay later than these times, please book an additional night.

### Quiet Time

For the enjoyment of all guests, we ask that you observe "**Quiet Time**" between **10 pm and 7 am**.

### **Pets (Maximum 3 pets)**

We are happy for you to bring your pets, but please keep them on a maximum 2-meter lead or in an enclosed run on your pitch or outside your accommodation. They must be under close control at all times, and you must clean up after them.

**Do not let your pets off-lead or allow them to toilet on the site.** There are protected ground-nesting birds and other wildlife here. If pets are found roaming, you will be asked to leave.

We do **not allow** any dogs listed under the Dangerous Dogs Act 1991. For their safety, **pets must not be left unattended** at any time. We reserve the right to end your stay if your pet's behavior (e.g., constant barking, aggression) is unacceptable.

### **Prohibited Items and Activities**

For everyone's safety, the following are not permitted anywhere on the property:

- Flying of drones, model aircraft, or kites.
  - Use of fireworks, Chinese lanterns, air guns, firearms, or bows and arrows.
  - Use of firepits or charcoal barbecues due to fire risk. Only gas or electric barbecues are allowed and must be raised at least two feet off the ground.
  - Smoking or vaping inside any accommodation. This will result in immediate termination of your stay.
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## **3. Holiday Cottages: Additional Rules**

- You may not re-let or sublet the property.
  - The property is for holiday use only.
  - Please do not move any furniture, furnishings, or bed linen between rooms or take them outside. All inventory must remain in the property.
  - Please bring your own beach towels; do not use the bath towels provided.
  - **Pets:** Pets are not allowed on any furniture. You are responsible for any damage your pet causes.
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## **4. Caravan & Motorhome CL Site: Additional Rules**

- **CAMC Membership:** You must be a current member of the Caravan & Motorhome Club to book a pitch. We cannot accept bookings from non-members.
- **Adults Only:** This is an adults-only CL site. All guests must be 18 or older.
- **Pitch Fees:** Our pitch fees, as advertised on our website, include electricity for your convenience. Please see the **Fair Use Policy** below.
- **Pitch Reservation:** You can book a specific pitch number through our online booking system.
- **Group Bookings:** We welcome groups, with a maximum of two extra people per outfit. Please adhere to the Quiet Time policy.
- **Awnings:** Awnings must be pitched within the boundary of your allocated pitch using a breathable groundsheet. We are not responsible for any damage to awnings caused by bad

weather. Please remove all pegs, ropes, and straps upon departure to prevent damage to our mowing equipment.

- **Extra Vehicles:** Only one extra vehicle (the towing vehicle or a towed car) is permitted per pitch. A single overnight guest vehicle may be allowed for an extra fee, subject to prior arrangement.
  - **Extra Sleeping Accommodation:** Only awnings attached to your main outfit are permitted for additional sleeping. No separate tents or pup tents are allowed.
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## 5. Policies and Disclaimers

### Internet and Wi-Fi

Due to our rural location, a constant internet connection cannot be guaranteed. We are not liable for any outages, and no compensation will be provided.

### Electric and Electric Vehicles (Fair Use Policy)

Electricity is provided with your pitch fee for internal caravan/motorhome use only. **We strictly forbid the use of domestic electric vehicle chargers (trickle chargers) or any other unauthorized charging on our site.**

This policy **does NOT** include electricity for:

- Heating or cooling of awnings or storage tents.
- Running internal air conditioning or heaters while you are away from the site.
- Charging electric motor vehicles.

Outfits found in breach of this policy will be disconnected.

### Chemical Waste (Green Fluid Only)

We have a Vortex sewage treatment plant that relies on eco-friendly bacteria. Therefore, you **must not use** any chemical toilet blue or antibacterial products. Please also **do not flush** any wet wipes or sanitary products, as they will not break down and can cause blockages.

### Damage or Loss

We are not responsible for any loss or damage to your property, vehicles, or for any injury to you or your guests while on our site. You are responsible for any damage caused to our property and will be charged for repairs. If you notice any damage or breakages during your stay, please report them to us promptly.