

Damage Barton Terms & Conditions

We let a pitch to you with the expectation that you will follow the usual customs of good camping and caravanning. We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.

ARRIVAL: Arrival time is after midday. If you are planning to arrive earlier than this we suggest you book the night before so that a pitch can be available for your early arrival.

DEPARTURE: Departure time is before 11am (earlier if possible, this allows us time to mow/rake pitches before the next arrivals).

LATE ARRIVAL: If your arrival time is going to be after 5pm please telephone 01271 870502 on the day to help us plan for your late arrival. Named late arrival instructions will be left for you in the information lobby.

AMENDMENTS: Please contact us ahead of your arrival to make any amendments to your booking. This saves time when you book in and helps to prevent any hold ups at busy times.

SPECIAL REQUESTS: Reservation of specific sites e.g. individual hardstandings, or with another party, are only possible if vacant on the day of your arrival, be assured we do our best but this is not guaranteed!

PITCHING: It is Damage Barton's policy to allocate pitches prior to your arrival. If you have specific needs please let us know in advance so that we can do our best to get the pitch location that will suit you most and enhance your stay with us.

RESERVATION: Pitch price includes daily pitch fee only, charges are then per person per night, additional charges for children (aged 5-16 years), dogs, extra adults/children, cars in addition to one allowed per pitch. There is no charge for awnings, gazebos or pup tents.

A non refundable deposit of £50 is required at the time of booking, we will then confirm your booking indicating that a pitch has been reserved for you on the dates required. The pitch offered will be based upon the information supplied by you.

Bookings are not transferable in any circumstances. The person who makes the booking is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers stated on the booking form.

The contract is with Damage Barton Ltd, Station Road, Mortehoe, Devon, EX34 7EJ. Damage Barton will not be liable to any person visiting, for any personal injury, fatal or non fatal unless caused by a negligent act or omission by the company or its employees. Damage Barton will not be liable for any injury, loss or damage to any property including, motor vehicles and personal effects, howsoever caused or sustained.

CANCELLATION: In the event of cancellation the deposit of £50 is non refundable.

If you need to cancel your booking PLEASE email enquiries@damagebarton.co.uk or telephone 01271 870502.

Damage Barton regret they cannot accept liability or pay any compensation for cancellations to your holiday due to 'force majeure', i.e. any event that could not be foreseen or avoided. Such events include but are not limited to industrial disputes, war, or threat of war, civil disorder, natural or nuclear disaster, fire, adverse weather conditions and all similar conditions.

PAYMENT: We accept Cash or Card payment. Sorry, cheques no longer accepted.

REFUNDS: **(On Site Fees)** Please note these are given only in exceptional circumstances. **Not for bad weather** – this is not under our control! Please do not ask for a refund on unused site fees if you leave early because of the weather as refusal often offends.

AWNINGS: Our preference is that **groundsheets are not used** in awnings. If absolutely necessary for your unit, the ground sheet **must be lifted daily for 4-5 hours** to protect the grass.

PUP TENTS: We accept these (**max 2 per unit – no bigger than a small 2 man tent size**) on the understanding they are **re-sited every 4 days** to protect our grass. It is our policy not to make a charge for these – instead we ask you to make a **donation to our local charity collection** (2022 collection raised over £1,300).

ELECTRICITY: Please note our hook up points are a 10amp supply.

CAR CHARGING: It is **NOT POSSIBLE** to use our hook up connections for car charging.

- EXTRA CARS:** Only one car to be parked at pitch, any additional cars will be charged for and must be parked in the car park area at reception.
- VISITORS:** **For security purposes** visitors to your unit **must be** notified to us in advance. Please ask any visitors to your unit to **call at reception first**. Those staying overnight **will be charged** normal site fees and acceptance is at our discretion.
- PETS:** Maximum of 2 pets per unit. They must be kept under owner's control at all times and exercised off the entire site and entrance area. Dog paddocks and bins are provided and our site leads on to the local footpath network. Please clean up after your pet wherever you are.
- SITE SHOP:** Our campsite shop, managed by Alex, is **open daily March-October**, with as many items as possible sourced locally, bread, pastries, milk, crafts, take-away food and lots more are available. **NB: We DO NOT** allow supermarket deliveries at Damage Barton.
- WIFI:** Internet access from Club WiFi (clubwifi.co.uk 01626 270140) is available across the whole site. **Please Note:** this is not the same as the Caravan & Motorhome Club wifi and it is payable online as you use it.
- SPEED LIMIT:** The speed limit is 5mph. Please drive SLOWLY. This includes bicycles and any other wheeled conveyances. Drivers must hold a licence and have tax and MOT as appropriate. No recreational vehicles such as motorised scooters or quad bikes are allowed. Parked cars should be left in gear at all times. To keep the site peaceful we ask you to only use your vehicles to a minimum and ask guests to walk to the shop and toilet blocks.
- CHILDREN:** You must ensure children in your party are properly supervised at all times, in all areas of the park, including the recreation field and all amenities and when cycling around the park.
- PLAY AREA:** There is a large open recreation area for ball games (sorry no play equipment) plus separate Kite Flying field adjacent to campsite.
- BBQ'S/FIRES:** You are welcome to BBQ at Damage Barton. **Open fires, fire pits and ground level barbecues are not permitted.** The use of generators is not permitted on site. Cutting or damaging trees and other vegetation is strictly prohibited and

the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into trees.

DRONES: **STRICTLY NO DRONES TO BE FLOWN FROM OR OVER THE SITE. Thank you.**

RECYCLING: There is an onsite recycling centre for glass, drink & food cans, plastic containers, newspapers, magazines and cardboard. All other domestic rubbish should be disposed of in the same area but in the clearly marker landfill bins. Please note at Damage Barton we do not have refuse points across the open site. This is to minimize the nuisance and health hazards from crows and gulls. Larger items such as awnings, chairs, picnic tables etc must be taken to the local recycling centre in Ilfracombe.

SITE LIGHTING: In keeping with the rural environment and to enjoy the beautiful North Devon night skies, there is no night lighting on site, (***toilet blocks are lit***) **please use a torch after dark.**

COMPLAINTS: If there is a problem or dissatisfaction with any matters under our control, please notify us immediately, so we may have the opportunity to rectify issues. We cannot accept liability in relation to any claim of whatever nature if you fail to notify us within 21 days from the end of your holiday with us.