Terms and Conditions

1. General

1.1 This policy of Hartington Hills Limited ("the Site") covers all areas of the Site.

1.2 We ask all users of our site to comply with our policy. If you or your party do not comply with the policy, we may cancel your booking, ask you to leave the Site and/or prohibit future use of the Site.

1.3 The use of threatening behaviour and/or foul and abusive language will not be tolerated and will result in the offender being asked to leave the site by a member of the Site team.

1.4 Persons who are subject to the notification requirements of the Sexual Offences Act 2003 may not use any area of the Site.

1.5 The Site reserves the right to ask any customer and their parties to leave the Site at any time if deemed necessary by the Site. Conditions include breaching site rules, damage to property, abuse to the property, or abuse of animals.

2. Your Booking

2.1 On the Site, the maximum stay allowed is 28 days, after which time you must vacate the site for a minimum of 24 hours before you can return.

2.2 The Site for recreational use only. Customers are not permitted to use the Site as a base for running a business, carrying out work, including the provision of driving lessons. Customers must not advertise services and goods for sale at camping events except with the permission of the Site team.

2.3 Once a booking has been confirmed, you will be deemed to have read and accepted these booking conditions and site information.

2.4 Amendments made to bookings will be subject to a £10 administration fee which will be added to the booking balance.

2.5 All camping and caravanning bookings require a 15% deposit payable at the time of booking. This deposit is non-refundable. The booking balance is to be paid 28 days before arrival. In the event that the booking is made less than 28 days before arrival, the balance must be paid at the time of booking. All glamping and holiday cottage bookings require a 50% deposit payable at the time of booking. This deposit is non-refundable. The booking balance is to be paid 42 days before arrival. In the event that the booking is made less than 42 days before arrival, the balance must be paid at the time of booking.

2.6 The Site does not accept group bookings of more than 2 units. The Site reserves the right to ask such groups to vacate the Site where they have booked specifically with the aim of deceiving site staff.

2.7 To ensure the best experience for all, we ask all our members and users of our campsites to comply with booking policies.

3. Your Arrival and Check-In

3.1 Customers must not arrive before the published arrival time.

3.2 So that we know you have arrived safely; all arrivals should check-in at Reception so that we can welcome you and direct you to your pitch or unit.

3.3 In the interests of security, day visitors must sign in at Reception immediately on arrival at site. Visitors are chargeable at £5 per vehicle and may not stay on site any later than 7pm.

4. Your pitch

4.1 The unit (along with any ancillary equipment) must fit within the confines of your pitch. If this cannot be achieved, you may need to purchase an additional pitch (if available) or remove the ancillary equipment.

4.2 Each pitch is to house a single unit only. You must not pitch more than one unit on any one pitch. A unit being a caravan, motorhome, campervan or tent.

4.3 You may park your vehicle on your pitch in the designated area. If your vehicle does not fit on your pitch, you may be asked to park in an alternative location. You must not block the roadway.

4.4 Ensure the mains electrical cable from the hook up point to your unit and the unit's installation are safe. All units should be protected by a residual current device (RCD). For tent campers, this should be incorporated into a purpose made mains supply unit designed for tent camping conditions.

4.5 The Site does not permit the use of Electric Hook up splitters.

4.6 The Site operates the Metpow smart-metering system on its fully serviced pitches. Each pitch is entitled to 14kWh of free electricity per day between the months of November and February, and 10kWh per day between March and October. Any electricity used over this amount is chargeable at 27p/kWh, plus a small fee. This is non-negotiable. More information can be found on this by clicking here.

5. Your stay on site

5.1 Any facilities on site are provided for your convenience. Please use them responsibly.

5.2 It is important for Customers and guests to respect the local community by observing and respecting each other's privacy. Respect should be shown to landowner's property, trees, fences, farm buildings, equipment, crops, animals, and all surrounding areas.

5.3 The Site considers the use of e-cigarettes the same as cigarettes and as such, all legal requirements should be adhered to in their use during your stay. Please do not litter the ground in any area with cigarette butts.

Pets

5.4 We welcome well behaved pets on site and hope they enjoy their stay as much as you do, but in the interest of safety and comfort we ask that pets are kept on a lead at all times. Guide dogs are welcomed to the Site free of charge.

5.5 With the exception of assistance dogs, pets are not allowed in the toilet block or other structures. Pets are allowed in the glamping and cottage units.

5.6 For everybody's comfort on site, pet owners are respectfully asked to ensure any mess is cleaned up and noise is kept to a minimum. Dog waste bins are available at the top of the site.

Movement around site

5.8 For site safety a 5mph speed limit must be adhered to at all times.

5.9 All cycles should use appropriate lighting if used at a time when it should be required.

Recreation

5.10 Games are permitted in designated recreational areas or areas agreed by Site team members. Please check with the Site team before playing.

Noise

5.12 We want all of our campers to have a relaxing stay, that's why we ask that there be no noise or movement of vehicles between 10pm and 7am. Noise must be kept to a reasonable level at all times so as not to disturb the enjoyment of others or the surrounding landscape. A breach of this may lead to eviction from the Site. This does not apply to the holiday cottage, but does apply to the glamping unit.

5.13 Generators may be used only at the discretion of the Site team who will advise of the most appropriate running times. We may ask you to refrain from using them if they cause a disturbance. Please check in advance of camping if you have a special requirement for extended generator use.

Vehicles

5.15 Only 1 vehicle is permitted per pitch. Additional cars are only permitted where the Site has been notified at time or booking or prior to arrival. Additional cars must not be parked on the pitch, site staff can indicate designated areas at the time of the stay.

5.16 Essential repairs can be carried out so that an unserviceable vehicle can leave the site, but, maintenance and servicing are not allowed.

5.17 Discretion will be shown to allow vehicle and/or unit internal cleaning, providing it can be done discreetly in an area indicated by a Site team member. Washing your unit externally by using a lot of water and creating soap suds is not allowed.

Sanitation

5.17 Rubbish should be recycled wherever possible using the recycling bins in the centre of the site.

5.18 Emptying and cleaning of chemical toilets must only be done at a chemical disposal point, using water from that source.

Barbecues

5.19 Please only use proprietary portable barbecues and ensure they're raised off the ground sufficiently to prevent damage. Bricks are available near the refuse area.

5.20 Due to the risk of carbon monoxide poisoning, never take a barbecue inside your unit for any reason.

5.21 The Site reserves the right to request a barbeque or any fire pit to be extinguished if it is deemed necessary. Reasons could include exceedingly hot weather or dry weather, excessive smoke, and complaints from other Customers.

Visitors

5.22 Visitors are allowed only by prior arrangement and are subject to an additional fee of £5 per vehicle. Visitors must check-in at Reception on arrival and must not stay any later than 7pm.

5.23 Visitor vehicles may not be parked on your pitch unless you have not brought your own vehicle.

Safety

5.21 Please follow any instructions given by a member of the site team - they are there to ensure your safety and everyone else's.

5.22 We want to keep our younger campers safe - if you are staying with children, please make sure they are supervised at all times – especially when using the toilet and shower facilities.

5.23 Site teams may instruct campers to take down their awnings, gazebos and windbreaks on safety grounds should it be deemed necessary.

5.24 If you use a gas cylinder, it must be 15kg or less and must be stored within your unit's designated storage compartment.

5.25 Please don't use any of the following while on site, as they may pose a danger to other campers and their units: sky lanterns; catapults; air guns; firearms; bows and arrows.

5.26 Please do not litter the site or any surrounding areas with plastics, including balloons or small toys; animals may ingest them causing severe injury or death. We ask our campers and guests to work with us to protect local wildlife and farm animals from harm.

5.27 We encourage you to visit the local area and enjoy off site activities, but in the interest of everyone's safety, we respectfully request that your unit is not left unoccupied overnight. In exceptional circumstances, please seek advice from a member of the site team.

6. Your departure

6.1 So that we can offer all our campers the same welcome as you received, we do ask that your pitch is vacated by 12pm. However, if your pitch isn't needed straight away, it may be possible to stay a little longer - by arrangement with the Site team. For touring and camping, a late-stay up until 4pm is possible with a £5 charge. A late-stay after 4pm is possible with a £10 charge. In both cases the electricity will be switched off at 12pm. If you wish to retain an electricity connection, you will need to book an additional night. The holiday cottage and glamping units need to be vacated by 10am.

6.2 To provide our next guest with the same clean, tidy pitch as you found on arrival, please ensure that you dispose of any rubbish, wastewater and chemical waste in the designated areas before you depart.

6.3 If you leave a unit or other property at a site without paying or prior arrangement, the Site shall be entitled to make such arrangements as it may deem fit for the removal or storage of such property. The expense of such storage or removal shall be charged to you. If you fail to pay such an account within 14 days of an account being rendered, then the Site may make such further arrangements as it may deem fit to dispose of the property to reimburse itself for out-of-pocket expenses and to recover any unpaid fees due.

7. Cancellation

7.1 Cancellation will result in the loss of your booking deposit.

7.2 Camping and caravanning cancellations made on or before 14 days prior to the arrival date will be entitled to a full refund or transfer less the booking deposit. Glamping or holiday cottage cancellations made on or before 28 days prior to the arrival date will be entitled to a full refund or transfer less the booking deposit.

7.3 Camping and caravanning cancellations made after 14 days prior to the arrival date will not be entitled to a refund or transfer. Glamping or holiday cottage cancellations made after 28 days prior to the arrival date will not be entitled to a refund or transfer. In exceptional cases, a transfer may be offered in which case a £10 booking amendment fee will be charged.

7.4 The Site is unable to offer refunds or transfers for early departures or late arrivals.

7.5 In the event that the booking is cancelled by the Site due to extenuating circumstances including acts of god, extreme property damage or global pandemics, we will transfer your booking to an alternative date.

8. Lost property

8.1 All items of lost property will be retained for one calendar month. Items not claimed after this period will be donated to a local charity close to the site, this includes any monies. Any items that are not of use to any of the local charities will be disposed of.

8.2 Anything where the owner is readily identifiable will be either directly returned to the owner if still on site or contacted by phone or email if possible.

8.3 Owners are responsible for the cost of reclaiming their goods. The following items are excluded from this policy: credit or debit cards, there is any suspicion of danger to employees or to the public, unclaimed perishable goods, any item that has clearly been abandoned, or where items of property are claimed the claimant should be expected to provide a description of the items lost. The claimant must sign for all items claimed and record their full name and address.

9. Liability

9.1 You are responsible for keeping your belongings safe.

9.2 The Site will not accept any liability for loss, damage or accident to persons or property during their stay.

9.3 The Site expects all campers to have adequate liability insurance. The Site also recommends that campers take out an additional travel insurance policy to cover the cost of the booking in the event it cannot be fulfilled.

10. Queries or complaints

10.1 Any cause for complaint should in the first instance be addressed with a member of the Site team. If in the unlikely event that the complaint cannot be resolved on Site then it should be addressed for the attention of the owner, Hartington Hills, Hulme End, SK17 0HH.

10.2 For complaints about other Customers during your stay, an out-of-hours mobile number is provided on arrival. This is best used for noise disturbance complaints or any other immediate emergency.