



# Camping Field Booking Terms and Conditions

Thank you for choosing to stay at Lockerbrook.

Please read these terms carefully as they make up your agreement with us.

The contract binds you (the lead booker), all the members of the group or third-party suppliers who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

## Data Protection

For the purposes of data protection legislation for data relating to your booking ("Personal Data"), Woodcraft Folk is the Data Controller and Lockerbrook is the Data Processor.

We will retain any Personal Data collected on your behalf for no longer than is reasonably required for record keeping, complying with legal obligations and resolving disputes. Any Personal Data we have identified as sensitive will be password protected prior to storage.

Please view our [Privacy Policy](#). If you have any questions or concerns about Data Protection please email [data@woodcraft.org.uk](mailto:data@woodcraft.org.uk)

## General

You agree to these terms and conditions when you make a booking with us.

Your booking is for the use of the 'camping field' or 'DofE field' which form part of Lockerbrook Residential Education Centre, referred to as 'Lockerbrook'.

- The camping field is for use by youth groups (Duke of Edinburgh, Scouts etc.) only as a single night of an expedition. Groups can book consecutive nights but the field must be vacated during the day.
- Accommodation is in individual or small shared tents supplied by the group.
- Any additional structures, for example tarpaulins, event shelters etc. must be approved by Lockerbrook. There may be no space if the field is fully occupied.
- A couple of adult leaders per group are welcome, any more must be approved by Lockerbrook.
- We are unable to offer camping to adult or family groups.

Your stay is provisionally booked when we send you the invoice for your stay. Confirmation is upon full payment, a minimum of 28 days before arrival.

Cancellations are subject to the terms described below. Any requests to amend or cancel your booking should be addressed directly to us using the contact details included in your confirmation.

There are 25 pitches available for hire and unless you book the whole field, your group may be sharing the field with other youth groups and their leaders. Lockerbrook may increase the number of pitches available for single bookings only.

We do not allow adult camping groups on site, but adult leaders are likely to be present.

Your hire includes the following:

- Use of the camping field, pot wash and DofE toilet only.
- Washing up liquid, hand soap, toilet paper & bins for your use during your stay.

Not included in your hire:

- Shower facilities.
- Access to the Centre or Cottage grounds or buildings.
- Guaranteed parking at Lockerbrook. The car park and off-street parking at Lockerbrook is prioritised for staff and Centre/Cottage guests. If there is no group on site, you will be able to use the car park, but must get permission from staff prior to arriving. There is no parking on the track leading to Lockerbrook from the A57. Vehicles are welcome to drop off and pick up campers or equipment if necessary. Please contact us beforehand so we can confirm if other guests might be using the track at the same time.

## **Safety**

We are in a fairly remote location up a rough but accessible bridleway.

Responsibility for your group's safety during your journey and your visit to Lockerbrook rests with you. You should ensure that you have appropriate plans in place to fulfil this obligation. In the event of a major incident or accident you should contact the appropriate emergency services by using 999.

Please help us by recording all accidents and injuries and near misses by notifying Lockerbrook staff.

## **Guests**

Every booking must:

- Name a booking lead who is over 16.

- Provide contact details of the booking lead (address, mobile phone number, email address) to enable effective communication.
- Confirm the number of guests expected on site.
- Not exceed the total number of people booked.
- Abide by any site rules and restrictions you are informed of through the booking process or whilst on site.

### **Arrivals & departures**

- **Arrival time:** After 5pm.
- **Departure time:** All guests must leave the site by 10am

The field may be in use during the day, so please let us know if you need to arrive earlier or depart later. If there are activities underway in the field when the group arrives, please wait until the group has finished before entering.

### **Payments**

Payment of your booking is due a minimum of 28 days before the date of arrival at Lockerbrook.

In the event of a failed balance payment, you will be contacted to provide alternate payment details.

Failure to pay may result in your booking being cancelled.

### **Booking amendments**

Woodcraft Folk seeks to deliver excellent customer service and will always try to respond positively to booking amendments.

A request for a change in arrival or departure dates can be made, but it may not be possible to accommodate this.

If we are able to get another booking of an equivalent size in place of your cancelled booking, we may be able to refund all or part of the retained money.

Cancellation fees may be applicable (see below).

### **Cancellation**

If you have to cancel your booking, the following cancellation fees apply. These depend on the number of days before the arrival date that notification of cancellation is received.

Cancellation must be sent by email to [lockerbrook@woodcraft.org.uk](mailto:lockerbrook@woodcraft.org.uk) with your booking reference number and reason for cancellation.

#### **Number of days before arrival / cancellation charge payable:**

- 28 days or more / Any booking payments already paid or due.
- 27 – 15 days / 50% of the total cost of your booking.
- 14 – 0 days / 100% of the total cost of your booking.

## **Insurance**

Whilst on site all guests will be covered by Woodcraft Folk's Public Liability Insurance if you adhere to the terms and conditions and site usage procedures. Woodcraft Folk are not responsible for injuries to individuals or damage to their property whilst on site, unless the injury is caused through our negligence. Please take precautions to ensure that you and your equipment are safe and secure. We are aware that accidents do happen and ask for individuals to report any accidents or near misses to staff or wardens.

No personal belongings are covered by Lockerbrook Farm's Public Liability or Buildings Insurance. If you are bringing expensive equipment we recommend that you check your household insurance or obtain travel insurance to cover any cost of damage or theft.

## **Pets**

No pets are permitted in the camping field. The surrounding land has grazing animals and ground nesting birds and the camping field is not secure.

## **Fire**

Only camping stoves can be used in the camping field. No fire pits, barbecues or campfires are allowed. A fire extinguisher is available for use during an emergency. During dry periods water buckets will be made available.

Cutting or damaging trees and other vegetation is strictly prohibited and we request that all guests respect the natural conditions of, and around, Lockerbrook.

## **Inclement weather at Lockerbrook**

Please be aware that due to our location we can be negatively affected by ice, snow and high winds at certain times of the year. We will advise you about the local conditions and access to Lockerbrook prior to your arrival.

If we advise you that Lockerbrook is inaccessible we will offer you an alternative date if available or refund your booking (less any costs that we are contractually obliged to pay as a result of your booking). If however, Lockerbrook is accessible but your group cannot get there or the decision is made to cancel due to the weather, we will retain all payments made.

## **Your responsibilities**

- You are responsible for looking after the facilities during the period of hire and are expected to take good care of them.
- You are advised to check on arrival and report any shortcomings, damage or missing items immediately to us or the Warden (if present).

- You must report and pay for any damage caused or items lost, damaged, broken or stolen during the occupancy. Unsuitable substitutes are not accepted.
- All the facilities, utensils etc. must be left in a clean condition at the end of the hire period. A reasonable charge will be made by us if any excessive cleaning is required.
- Please ensure that all taps are switched off and waste bin lids are secured before leaving the site.
- Please do not remove material from the dry stone walls.

## Your Conduct

As there may be guests staying in the other accommodation at Lockerbrook, please show consideration for them.

The area outside of the DofE toilet is not for the use of campers. Please return to the field after using the facilities. There is no access to the Centre communal area or shortcut between the pot wash and DofE toilet.

If you or a member of your party fails to comply with these terms and conditions, your booking may be terminated and you will be asked to leave. If you refuse to leave or enter the site after this time you will be trespassing. No whole or partial refunds will be made if your party is asked to leave under these circumstances.

We reserve the right to decline a booking or refuse to hand over the accommodation to any person or group where, in our opinion, facilities are unsuitable for the hirer or any member of the hirer's party without liability on either side. This includes any group who have not informed or misled staff as to the intended use of the site.

We reserve the right to repossess the field at any time where damage has been caused, or in our opinion, is likely to be caused, by you or any member of your party. In such cases we shall not be liable to make a refund of any portion of the hire fee paid.