

Terms & Conditions



Booking Conditions

Payment

All bookings will require payment in full either at the time of booking or 6 weeks before arrival.

Cancellation Policy

Any cancellation will result in the loss of a 1 night pitch price. The remainder of the payment will be refunded with 14 days' notice.

Early departures – unless 14 days' notice is given, we will be unable to refund the booking for those days after early departure.

Cancellation by Us

We reserve the right to cancel your booking in the unlikely event of conditions beyond our control, and in this event, we will transfer your booking to alternative dates.

General

If you need to change or amend any aspect of your booking you must contact us immediately to see if we can accommodate your request.

All persons staying on or visiting the site use the facilities provided entirely at their own risk; Upper Hurst Farm cannot accept any liability for loss, damage or accident to persons or property.

We reserve the right to ask any customer and his or her party to leave the caravan park at any time if it deemed necessary by Upper Hurst Farm. Conditions for this include breaching of site rules, adverse attitude, damage to property or abuse of the property including its animals.

Noise levels must be kept to a minimum. We have a strict low noise policy after 10pm. This is monitored closely by the site wardens. We don't expect absolute silence but we ask you to keep the noise down to

a level that allows others to sleep. Any breaches of this may result in eviction from the site.

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

Groups

We reserve the right to refuse any groups of 3 or more units as well as groups aged 18 and under. Anybody under the age of 18 must be accompanied by an adult at all times when on site, this includes Duke of Edinburgh groups.

The number of persons staying on each pitch must not exceed the number stated at the time of booking.

Insurance

All motorhomes, caravans and trailer tents brought to site, must have adequate liability insurance. We also recommend taking out travel insurance to cover you in case you can't make it for your booking.

Minimum Stay

Minimum stay requirements may be applied on certain dates throughout the year, including the high season. At bank holidays, a 5 night minimum stay is required.

Privacy Policy

The collection and use of personal information at Upper Hurst Farm is in accordance with the Data Protection Act 1998 (UK).

We collect personal information volunteered by you upon booking; including your name, address, email address and telephone number. This information may be used for promotional purposes unless stated otherwise by you.

Any information received by Upper Hurst Farm will not be sold, rented or shared with third parties unless required by law.

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