Terms and Conditions – January 2026

These terms and conditions apply when booking a stay at our campsite (therein referred to as the site) online, by email, by phone or in person.

The first named person on the booking agrees on behalf of all persons that he/she has read these terms and conditions, agrees to be bound by them and accepts responsibility for payment of the booking on their behalf.

Disclaimer
The proprietor and/or wardens or other representatives working for the proprietor, accept no liability or responsibility for any accident, injury, loss or damage to any persons or property occupying or using any part of the site.

The proprietor and/or wardens reserve the right to decline, cancel and/or terminate a booking or refuse admission to the site where a guest has either failed to disclose all material facts or fails to observe the site rules.

Reservations and Payment

A reservation will only be confirmed as a booking where a non-refundable deposit covering the first night of stay is received within 7 days of reserving the pitch(es) or 24 hours where arrival is within 7 days. The balance is payable on arrival at check-in except for bookings of 4+ pitches (therein referred to as a group). Any camper who is unable to make payment at check-in will not be permitted to pitch.

For group bookings, payment of the remaining balance is required no later than 14 days prior to arrival for us to continue to hold the pitches for your arrival.

Arrival/Departure

Pitches are available from 1pm and no earlier. Please plan your journey to ensure you do not arrive on site before this time as you will not be permitted entry and you will cause congestion around the site entrance. Last arrivals are due in by 8pm unless an alternative arrangement has been agreed. Pitches must be vacated by 12noon on the day of departure. Late departures can sometimes be arranged subject to availability and may incur an additional charge. Please request this prior to the day of departure.

Unit size/Occupancy

Each pitch can accommodate a maximum of 6 people in a tent, caravan or campervan (therein referred to as a unit). A separate pitch must be booked for each unit. Exceptions apply for small tents (please enquire with your specific details). If you have a large unit (over 7.5m x 5m) please contact us by phone or email to book. If you fail to do this we cannot guarantee that your pitch will be of adequate size and you may not be permitted to pitch losing any monies you have already paid.

Cancellation

If you need to cancel your booking, please notify us as early as possible. Although we do not charge for late cancellations, by letting us know in advance you are not intending to take up your pitch, we may be able to offer the pitch to another party. If the booking is cancelled more than 14 days prior to arrival, any monies paid will be held as a credit against a new booking in the same season, subject to availability, but will only be moved once. For cancellations within 14 days of arrival any monies paid will be forfeited and no offer to postpone the booking will be made other than in exceptional circumstances and at the discretion of the proprietor.

For group bookings, any reduction in pitch numbers or pitch occupancy within 14 days of arrival are non-refundable and non-transferable.

If after check-in you decide to cut your stay short and leave before your departure date, no monies will be refunded.

If you fail to arrive on the booked date and have not notified us of your delayed arrival, your booking will be cancelled by 9am the following morning and the pitch re-let. You will not be entitled to any refund or postponement of the booking.

We are unable to control the weather so no monies will be refunded if you cancel your booking or reduce your stay due to the weather.

Force Majeure

Except where otherwise expressly stated in these terms and conditions, we will not be liable or pay compensation if our contractual obligations to you are affected by “Force Majeure”. For the purpose of these terms and conditions, Force Majeure means any event beyond our or one of our suppliers control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Noise/Nuisance

We are a family site and any loud noise or music is strictly prohibited. Noise should be kept to a minimum at all times and to an absolute minimum between 11pm and 7am to ensure the enjoyment of all guests. TVs and radios should be used considerately at all times. The use of car radios is not permitted. Anyone causing a disturbance to other guests will be asked once to reduce the volume. After this you will be asked to leave the site and no refund will be made. It is your responsibility to arrange safe transport home at any time of day or night.

Children

Parents or guardians are responsible for the supervision and safety of children at all times. Bikes and ball games are not to be used around units, on the access road onto the fields or in the car park. Climbing on walls around and within the site is not permitted.

Dogs

We accept 2 dogs per pitch and do not accept to site any dog listed under the Dangerous Dogs Act. Dogs must be kept under control on a short lead at all times and are not permitted to roam freely. Dogs can be walked in the 'Dog Walking Field' but must remain on a lead. As a responsible owner, please clean up after your dog and do not allow them to foul any part of the site. A dog waste bin is provided at the entrance to the dog walking field. Please ensure that at the end of your stay you leave your pitch clear of dog waste. Dogs must not be left unattended at any time in cars, caravans or tents. Please be considerate and remember that although you love your dog and it is part of your family, not everyone is as comfortable around dogs.

Vehicles

The onsite speed limit is strictly 5mph. A maximum of one vehicle per pitch is allowed on the camping fields. All other vehicles must be booked in at reception and moved to the car park immediately after unloading.

Electric Vehicles

The charging of electric vehicles is strictly forbidden on the pitch electric points as it can cause damage to our equipment. Our pitch fees also do not include an element to cover the cost of charging electric vehicles just as they do not include an element to provide free petrol or diesel to other vehicles. Where this clause is not observed, you may be asked to leave the site and you will be held financially responsible for any damage incurred. Electric charging points can be found at Shaw Croft Car Park in Ashbourne town centre.

Day Visitors

We have a responsibility to ensure the safety of personal possessions and the enjoyment of our overnight camping guests first and foremost over a request for day visitors, along with ensuring we comply with our insurance terms. To this end we therefore have a strict day visitors policy. No day visitors are accepted on any weekend from the middle of June until the end of August nor any bank holiday period. At all other times, day visitors will be accepted with permission from the proprietor or wardens, in advance of the visitor arrival on site. All vehicles must park in the carpark and there is a small charge payable by each visitor to cover the use our facilities during the visit. Any visitor found not adhering to our terms will be asked to leave the site. The proprietor reserves the right to restrict day visitors where it is necessary to maintain overall site safety and security.

Open Fires & BBQs

Open fires/heated coals are permissible if contained within a fire pit or similar equipment that does not allow hot ash/surfaces to touch the ground. Under no circumstances must a fire be built using stones/bricks from around the site nor burning materials be scavenged from on or off site and brought back to burn on site. Containers and BBQs must be situated well away from combustible materials.

Coals/ashes must be left to cool before disposal in the designated area by the waste collection point. Please help us to keep the site tidy by not disposing of ash/coals in the grass or hedgerows around the site. Please supervise children at all times when using open fires. You accept full responsibility for any loss or damage caused from use of this equipment. Please be considerate of neighbouring pitches.

Waste Disposal

We provide a waste skip for disposal of all domestic refuse and recycling bins for the recycling of glass and plastics. Please place all domestic refuse in sealed bags and into the waste skip provided. Please read the labels on the recycling bins to ensure the correct products go into correct bins. All other rubbish such as airbeds, gazebos, groundsheets, tents, carpets, tables, chairs etc. is not permitted to be disposed of in the waste skip so please take these back home with you or to the Recycling Centre (off the Mayfield roundabout), which is open daily.

Loss or Damage

Please take care with our site facilities and equipment and report any loss or damage as soon as it occurs. Any loss or damage to facilities for which guests are responsible must be paid for in full before departure. The site and its facilities are used entirely at guests' own risk. It is your responsibility to keep your possessions safe and secure. The proprietor will not be held liable in respect of injury, loss or damage to persons or property. Caravans and/or cars being moved by the proprietor or their representative are at the owners' risk.

Insurance

We strongly recommend that you obtain adequate insurance, including but not limited to travel insurance. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing conditions, cancellation charges, medical expenses and repatriation in the event of accident, illness, injury or death. If you choose to travel without adequate insurance cover it is at your own risk.