

## Nearly Wild Camping Terms and Conditions

**Please note that by making a booking at Kingfishers at Cretingham Country Park (“Kingfishers”) you are agreeing to adhere to these terms and conditions and are responsible for ensuring that all members of your party abide by them.**

1. A maximum of 3 pitches may be booked together by any one group. All bookings of 4 or more must be made by telephone or email please contact the team on [01728 685 275](tel:01728685275) or [info@kingfisherscretingham.co.uk](mailto:info@kingfisherscretingham.co.uk).

### **Bookings, Cancellations & Amendments**

2. All bookings must be paid for in full at the time of reservation. No refunds. Any amendments to bookings (if they can be accommodated and subject to availability) are subject to a £25.00 fee.
3. The minimum camping period is 2 nights, except during the summer school holiday period (20th July – 30th August) where the minimum camping period is 3 nights. Please note that we also operate a minimum 3 night booking for Bank Holiday weekends.
4. Bookings from young adults (below 21) must be made directly through to us via email or over the phone. 01728 685275 or [info@kingfisherscretingham.co.uk](mailto:info@kingfisherscretingham.co.uk)

### **Arrivals and Departures**

5. Your pitch will be available from 4pm on the day of arrival. Please check in at reception so that we can show you to your allocated pitch and give you your welcome pack. Please inform us in advance if you will be arriving after 6pm and to avoid disturbance to other campers please note that all arrivals should be before 8pm. For unavoidable late arrivals, please keep us informed.
6. Pitches should be vacated by 10am on the day of departure. If there is no booking for your pitch on this day we may be able to allow an extension. Please check with reception.

7. If you book a grass pitch during the winter months and/or after a prolonged period of heavy rain, or there is a significant rainfall during your stay please expect the pitches to be wet. We will do our best to accommodate you in the most suitable area and make your pitch as accessible as possible but regret that refunds will not be given on these grounds.

### **Right To Refuse Bookings / Cancellation**

8. We reserve the right to refuse bookings.
9. We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

### **Parking**

10. One accompanying vehicle is permitted per pitch. Additional accompanying vehicles can be parked in the main car park at the owners' risk. We will not accept responsibility for any damage, accident or loss incurred while any vehicle is parked on our premises.

### **Dogs**

11. Well behaved, quiet dogs are welcome but must be kept on a lead around the Campsite and any mess cleared up immediately. There are appropriate dog bins around the site. We allow a maximum of 2 dogs per pitch.
12. We do not accept dogs throughout the entirety of the accommodation, except for service dogs.
13. All dogs should be kept under control at all times and the owner must ensure that they are aware of where their dog is at all times. Your dog is your responsibility and if this policy is not adhered to, we reserve the right to ask the owner to leave and also remove their dog from Kingfishers. There are no designated areas at Kingfishers for dogs. Please be respectful of other guests' space and appreciate that they may not want dogs coming up to them or in and around them.
14. Dogs must be kept on a lead at all times within the areas of the campsite, restaurant, cafe, bar and play and boating lake areas.

15. Dogs must keep off the golf course at all times. In the event that the public footpath cuts across the golf course, dogs should be placed on a lead.
16. Dogs must not chase any livestock or wildlife.
13. Your dog must not be left alone in the tent or at the campsite.
14. If you have a noisy dog that barks or whines please consider leaving it at home. Kingfishers will have to respond to complaints of excess noise and you may be asked to remove your dogs from the premises.
15. Dogs must not be left unattended in vehicles of any nature or within the accommodation at anytime. Failing to observe this clause 13.13 may result in the relevant authority being informed and being asked to leave the premises.
16. Any dog showing signs of aggression will result in you being asked to remove it from the premises immediately, without exception.
17. Dog owners accept full responsibility and liability for any damage to property or persons injured by their dog.

## **General**

17. Please respect the privacy and peace of other campers by not taking short cuts across their pitch or through hedges.
18. We ask that you observe our quiet times between **10pm and 8am**. We also ask you to respect your fellow campers and at all times keep music at a volume only you and your group can hear.
19. Please ensure that young children are supervised at all times including in the shower block and around the campsite.

20. Barbecues are allowed as long as they are raised off the ground and contained. This is for safety reasons and also so the grass is not damaged. Only logs purchased on-site can be burned on-site.
21. Please observe at all times the maximum speed of 5mph including when turning into the site.
22. There must be a 6 metre distance between you and your neighbours. If your tent or awnings are so large that a safe distance cannot be maintained you may be required to book a second pitch.
23. The management accept no responsibility for personal injury to guests or loss of or damage to their property whilst on the site. Campers are responsible for their own safety whilst at the Campsite. Any accident or injury to the Camper whilst using the Campsite will be the full responsibility of said Camper.
24. The Camper is responsible for covering the cost of any damage caused to Kingfishers property by the Camper or their visitors during the Camping period.
25. Pitches must be left clear of any waste, rubbish and belongings at the end of your camping holiday.
26. All reservations are accepted on the basis that the terms and conditions are accepted whether they have been read or not.

### **Sanitation & Waste Disposal**

27. Campers may only empty the contents of chemical toilets at the disposal points provided.
28. Please bring and place all rubbish in the large bins signposted.
29. Please do not put anything down the toilets except for natural waste and toilet paper. Baby wipes, nappies, sanitary wear and similar bulky items should be put in the bins provided as they can damage our sewage treatment plant.

30. Please collect waste water in a suitable container and empty it at the disposal point provided.

31. Please do not dispose of medical waste in the campsite bins.

## **Data Protection**

32. The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described above, please let us know.

33. Our policy surrounding the personal details you provide as part of any booking or inquiry through this website including the privacy of those details are explained out in our privacy policy which may be viewed on our website [here](#) and which may be varied from time to time. For all third-party bookings please refer to their privacy policies.

## **COMPLAINTS**

34. Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately.

35. If during closing hours you have any problems please call our night time number.

## **Kingfishers Day Visitor Attraction**

Kingfishers Campsite is located within our wider site. If you wish to visit the adventure play park, there is a one-off entry charge which will remain valid for the duration of your stay. Access to the Park is strictly limited to Kingfishers opening hours. Any access out of hours and without permission will result in your immediate removal from the Campsite.

