

Below are some of the details we send out once you have booked. Reading these will give you additional information on who we are and how we operate:

Please be very aware one of the access roads to East Portlemouth is tidal and very narrow. We don't recommend you use this road. Please head for Stokenham, then out to towards East Prawle and then on to us at the top of the hill in East Portlemouth. Look for the large boulders marked Village Farm. The car park is up to the right by about 100 metres.

We think The Orchard Camp is suitable for most people. But please read the below just to make sure it is for you:

Orchard Camp is.....

A peaceful place in the South Devon Area of Outstanding Natural Beauty (A.O.N.B). It is on a small farm with resident cows, chickens, sheep, pigs, and dogs. It is an environmentally friendly place; the loos are waterless, electricity is minimal and we run where we can off rechargeable batteries, solar power and borehole water. Most important Wilder Camp is a place where you can spend much needed down time with your family and friends and create memories for a life time.

Orchard Camp is not.....

A party place, a techy place or a noisy place.

Booking Confirmation

Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment.

Deposits are non-refundable and may only be transferred at Wilder Camps discretion.

Cancellations

Any booking that has not had its balance paid by the due date will be cancelled with all monies already paid being forfeited. We request that you notify us as soon as possible if you need to cancel your holiday in order that we can offer it to someone else. If you cancel your break due to illness, accident or change of circumstances. We cannot guarantee a full refund, however, if we can re-let the accommodation then we will. We recommend that you take out holiday insurance for cancellations and for your property/injury whilst away.

Bookings are nominative and non-transferable.

Holiday Amendments

If we cancel, you're booking

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options.

- A. accept the alternative arrangements as notified to you
- B. choose another available break from us at the advertised price
- C. cancel your holiday with a full refund of any money you have paid

Wilder Camp serves the right to alter, cancel or postpone any prices, offers or facilities at any time without prior notice.

Changes to your holiday during your stay

We cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

We reserve the right to close our site if unforeseen circumstances occur, such as high winds, fire, floods, staff strikes, threat of war, blockades, serious illness to the management or their family, severe damage to the facilities, unsafe field conditions which make it impossible for us to full fill our part of the contract.

Amendments to your booking

After you have paid your Deposit/Balance you may wish to change some elements of the Holiday, e.g. type of accommodation or duration. We will try to meet your request. Failure to arrive without satisfactory explanation or written cancellation will not be entitled to a transfer of stay.

If we make any major alterations to your booking

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

Conditions of Booking

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Wilder Camp and its facilities are intended for couples and family holidays. We are therefore sorry that we cannot accept any large parties (for example large groups or friends / hen do's / stag do's). Only the guests booked into the accommodation are allowed on site, we do not permit extra guests onsite.

Check in times

Check in is 4 – 8 pm – Check out is 10 am

If you would like to arrive outside of these times please call in advance to arrange and we will do our best to accommodate you. This may not be possible during busy seasons.

We can only accept camping bookings for a maximum of 14 nights.

Management reserve the right to terminate or refuse the visit of any person for any reason.

All guests MUST be registered and all fees paid upon arrival

No unregistered cars and guests – Checks are made by the management.

We have parking for one car per accommodation unit

Children

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times. Please be aware that there are farm animals on site. You and any children MUST only stay in the allocated field and its accesses.

Campfires

The only campfires allowed **are the fire pits provided**- no use of any other fires are permitted. All fires must be extinguished before going to bed or leaving the site. They must not be left unattended. Fires must be kept small and in control.

No disposable BBQ's are allowed. Other BBQ's are allowed.

No fireworks are allowed at Village Farm.

Dogs

Well behaved friendly dogs are welcome.

Dogs must be kept on a lead at all times, including the space around the tents.

All fouling must be collected and disposed of in the correct manner.

They are not allowed in or around the showers or toilets – dogs should not be left on site unattended, nor left in huts or cottages unattended.

Please bring your own bedding, bowls and dog tether and please do not allow them on the beds in the tents

Only one dog per tent please

Vehicles

You may drop off, unload and pick up from the just inside the entrance to the camp field. When you have unloaded, please leave your car in the café car park. You have a walk of about 400m to your tent from the carpark. There is a wheel barrow available to help with your luggage.

Show Rounds / Handovers

Will always endeavour to greet you and show you round where you are staying. If for any reason we cannot do this we make other arrangements with you.

Farm Rules – Please see the Farm Rules at the end of this document

Rules and Regulations

The person completing the booking is responsible for the conduct of their party, It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. Wilder Camp reserves the right to ban individuals from future use of the farm.

Liability

Anyone defacing or causing damage to any buildings, equipment or property of the site faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or to any site facility or other resident's property. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Wilder Camp / Village Farm or its staff will not be liable for the loss, theft or damage of any property nor for any injury, accident or mishap to any person whilst on site, however caused. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

Data Protection

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 in this paragraph, please let us know.

The Orchard Camp Rules

The Orchard Camp is based on a working farm. We are really privileged to be able to use this very special field and its accesses. In order for us and future guests to be able to continue to use the field in future years we ask you please to abide by the rules listed below. They are based around your safety and the safety of the animals / wildlife that exists here for most of the year. This is their place, not ours and we are visiting. When we pack up the camp at the end of the season, we will leave no trace. We believe this is the right thing to do. At Village Farm

we pride ourselves on being low impact and soft touch. We invite people who share these values.

- The campsite consists of the field and its access's. Please, please do not go anywhere else on the farm as there will be livestock and vehicles.
- Please play no amplified music or use noisy tech. items
- Please do not bring any glass on to the site
- Dogs are welcome but must be kept on a lead and under control at all times. Dogs must be exercised off the field. Only 1 dog per tent please. **Dog mess can be a problem for livestock. Please ensure ANY mess is cleared up.**
- Noise must be kept to a minimum between the hours of 10pm and 7.30am in consideration of the wildlife and other customers. Excessive noise and loud music is not acceptable at any time.
- No vehicles are allowed on the field. Please park in the car park and wheel your luggage in using our barrows
- Fires are only prohibited in the allocated fire bowls
- Barbecues are allowed but they must be raised off the ground and should not damage the grass. Please do not use our tree areas as a fuel resource. Please be aware that BBQs and stoves are designed for outdoor use only. Never take a lit BBQ or charcoal stove inside any enclosed space.
- Your children are your responsibility at all times. Please bear in mind that this is a working farm. Please ensure that they only play in your allocated field.
- No drones please
- Please only use the ecologically friendly washing up provided.
- Please do not feed any livestock, ever.
- Please arrive between 4 and 8pm. Check out is 10am
- No litter of any kind (included food waste) is to be left on site. Leave no trace.
- Please do not collect fire wood. Only used the wood provided
- Smoking is not permitted in the Camp
- We provide recycling bins but ask you to take your black bin / general waste with you.

Emergencies

- In case of emergency please call the relevant emergency, services and give them the address of Village Farm (East Portlemouth, TQ88PE).
- The emergency meeting point is by the gate at the field entrance
- The what3words for the **café** is **liked.beats.prove** for the **Orchard Camp** field entrance it is **laser.quicksand.pavement**