



# William's Den Camping Terms & Conditions



**Prices:** Base pitch prices displayed are for 1 Pitch (8 x 8) metres and cover 2 people (one person to be aged 18 years plus). One tent and one car are included per camping pitch.

**Extra guests** can be added to your booking up to a maximum of four extra people (6 people maximum can stay on a pitch in total).

**Adults and children:** There must be at least one responsible adult over 18 years old to book a camping pitch, and up to a maximum of six people per individual pitch. Babies under 12 months can be added to your pitch free of charge.

**Pitch Up & Play camping** includes access to neighbouring William's Den play attraction for the entire duration of your stay. This starts from check-in time at 2 pm on your arrival date, until William's Den daily closing time the following day.

**Single night stays:** If you have booked one night's Pitch Up and Play, the following day also gives you access to a full day's play. We kindly ask you to vacate the campsite by 12 noon and leave your vehicle at the main William's Den car park so that you and your family can enjoy a full day of fun at William's Den.

**Playing at William's Den:** Please ensure you read & understand our [play rules and conditions of entry](#) available at the play areas and on our website before accessing the play areas. All children under 18 years old must always be accompanied by an adult and supervised at William's Den, including our play areas and campsite. Any Adults accessing our play areas must have at least one child with them.

**Camping pitch only tickets** do not include access to William's Den play attraction.

**William's Den play attraction tickets:** If you wish to enjoy neighbouring William's Den you can book entry tickets separately on-line or book our **Pitch Up & Play** camping option which includes play access. We cannot upgrade your pitch only booking to pitch and play.

**Opening times** for William's Den play attraction are displayed on our website. We kindly ask you to return to our campsite when William's Den play attraction closes for the day, usually at 5pm.

**Check in time for all camping is between 2 pm & 5 pm** please have your tickets ready on arrival and check-in. If you require a later check-in please contact us ahead of time at [hello@williamsden.co.uk](mailto:hello@williamsden.co.uk)

**Campsite access:** Please take extra care when walking around the site as the ground can be uneven or muddy in wet weather. Please be mindful of the entry road into William's Den, which has cars travelling to the attraction car park throughout the day. We have a 5 mph speed limit on site.

**Off-Grid Campsite:** We are a natural back to basics campsite therefore there is no electricity or power on the camping field. Phone signal is usually good but this depends on your phone provider.

**Washing & toilet facilities:** There are off-grid loos & shower facilities are available on the campsite. We also have a pot washing area.

**Vehicle safety:** All cars must be parked within your pitch, or you can use our main William's Den car park - please follow our one-way signs and adhere to our 5 mph speed limits due to the safety of others, especially children.

**Extra cars:** Additional cars must be booked in advance and must be parked in our main car park with your car ticket provided on arrival, which must be displayed behind the windscreen at all times.

**Car registration:** When booking, please ensure you complete all questions including your car registration number and expected arrival time (1 car is included in your 8m x 8m pitch.)

**Fire safety:** No wild fire fires are permitted in the camping field. We allow raised fire-pits only, and also have a limited number of fire-pits to hire. Logs and kindling can be purchased at William's Den Camp Shop.

**Camping Stoves and professional BBQs** (including disposable BBQs) are allowed but must be raised off the ground safely and any BBQ coals or items must be disposed of in the marked fire safe bins provided. BBQs should not be left unattended, situated at least 15 feet away from your tent, and turned off and fully extinguished after use. William's Den reserve the right to prohibit the use of BBQs and camping stoves at any time, due to dry weather or other conditions as is seen appropriate.

**Camping Equipment:** Visitors must provide their own tents and equipment. You are responsible for the safety of putting up and taking down your tent. William's Den Ltd does not take any responsibility for your equipment and belongings.

**Dogs on the campsite:** Because we have William's Den play attraction next door, we only allow friendly dogs on the campsite. Sorry, we are unable to allow any dogs into William's Den play areas (with the exception of guide / assistance dogs). Any dogs on the campsite must be kept under control and on a lead at all times unless using the dog enclosure area. Dogs must never be left unattended. Please let us know in advance if you are bringing an assistance/guide dog.

**Entering William's Den:** We have a pizzeria restaurant and toilet facilities available inside William's Den during opening hours. You do not need entry tickets to use these public facilities while camping. If you wish to access the play areas, you will need to purchase entry tickets for every member of your party. If you have booked a "Pitch Up and Play" camping ticket, then play access is already included.

**Food and drink:** We have a good range of food and soft/alcoholic drinks to purchase at William's Den during opening hours. Please note that, in the interests of safety, we have a "no glass" policy within our play areas and on-site. Take-outs can also be taken back to your pitch at the campsite.

**William's Den Attraction is a no-smoking venue:** Please note that our play areas are all non-smoking throughout. There is a designated area to smoke before entering William's Den Play Attraction to the right of the entrance.

**Shop:** We have an on-site camping shop and a small gift shop at neighbouring William's Den Attraction. Please note shop opening hours will vary. The shop returns policy will be stated on-site in each shop. Prices are in UK Sterling and inclusive of any applicable taxes. Prices displayed are subject to change without notice.

**Our environment:** Please look after our lovely countryside, keep your pitch space clean and tidy and take your rubbish home with you. We have bins on-site for smaller items and separate bins to dispose of any dog bags. Pitches are checked before departure and any litter, dog bags or items left on the campsite may incur a clean-up charge.

**CCTV** William's Den areas are strictly monitored by CCTV. William's Den play areas are out of bounds after 5 pm and before 10 am daily for safety reasons. If anyone is found in these areas during these times, they will be asked to leave the campsite immediately. Under such circumstances no refund will be made.

**Trespassing:** Please ensure that you keep to the campsite or marked paths/tracks and public rights of way. Please respect local farmers and livestock when enjoying nearby walks.

**Site safety and security:** All tent, camper-van/caravan doors should be closed and secured when you leave your pitch unattended. We strongly recommend that you bring your own battery powered lighting and torches for the evenings.

In the interests of safety, please obey the on-site safety notices at all times and instructions given by the staff at William's Den. William's Den reserves the right to refuse admission or to eject a ticket holder for unreasonable, abusive, or dangerous behaviour, or for not adhering to safety rules. William's Den will not be held liable for any loss, injuries or damages sustained at the campsite, including damage, theft or losses to property and motor vehicles, if the cause is due to the negligence of the ticket holder or the unforeseeable actions of other patrons or third parties.

**No stalls or market-sellers** are permitted to book our camping pitches.

**Well-being:** Your group should not attend our Campsite or William's Den if they have covid-19. Please contact us in advance under these circumstances.

**We are a family-friendly campsite** so noise should always be kept to a minimum. You are welcome to play low music by your pitch, however, we ask everyone to respect other campers when returning to your pitch. As we are family-friendly, we have a no noise/lights out policy after 10 pm.

**Booking confirmation:** William's Den will provide confirmation of booking via an email receipt which must be either printed or shown by phone on arrival at William's Den at the Welcome Desk / on-site check in point. This confirmation will be emailed upon your full payment and completion of our online booking form.

**Lead booking responsibility:** The lead booker accepts full responsibility for the safety of their group/dogs for the actions of third parties that may cause safety issues or fire risks and consequences that result from such risks. We do not accept any responsibility for any loss of personal items brought with you to the campsite; we recommend that valuables are left at home. The camp field is an open off-grid site so security cannot be guaranteed. Adults are responsible for their children at all times.

**Events beyond our control:** Whilst our team will always do their best to ensure that you enjoy the use of our camping areas, William's Den cannot be held responsible for bad weather or acts of God.

**Cancellation Policy:** If, due to unforeseen circumstances, a cancellation is necessary, the following will apply:

- **Any changes** to arrival dates or number of people can be made up to, and including the date of arrival prior to 2 pm check-in time. (Subject to availability & an administration fee).
- **Cancellations:** All bookings are non-refundable.

Sorry, we do not accept Hen/Stag celebration groups thank you.

If you have any enquiries, please contact us at [hello@williamsden.co.uk](mailto:hello@williamsden.co.uk)

### **General Ticket Terms and Conditions:**

#### **1. Your commitment to us**

When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between William's Den and yourself.

#### **2. Prices**

The description and price of tickets you order will be shown on William's Den website at the time you place your order. Prices are in UK Sterling and inclusive of any applicable taxes. There are no surcharges and once you have paid, we will not increase the price of your camping.

Prices displayed on the website are subject to change without notice.

We operate a card only payment policy for all our facilities and food offer at William's Den, we accept most major credit and debit cards in partnership with our payment provider.

### 3. Online Security

To ensure that your online shopping experience is secure, your credit/debit card details will be encrypted on a secure server.

### 4. Limitation of Liability

William's Den total liability for in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement shall be limited to the price paid for the goods.

The limitation of any exclusion from liability contained in these conditions shall be subject to the provisions of section 2(1) of the Unfair Contract Terms Act 1977.

William's Den will not be liable in any amount of failure to perform any obligation under this agreement if such failure is caused by the occurrence of any unseen event beyond its reasonable control including without limitation Internet and Communication outages, fire, flood, war, or act of God.

### 5. Severance

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.

## **Online Ticket Terms and Conditions of uses**

1. Any discounts or offers online are available for limited quantities and periods only and shall not be available on bookings made in person.
2. Entry to Camping or William's Den Play is only permissible with proof of booking or your Booking Reference Number.
3. All persons covered by the William's Den Camping Tickets must enter the Campsite at the same time. Unless arranged by prior notice with William's Den.
4. Tickets purchased online are only valid for the date range for which they were purchased.
5. If concession tickets are purchased online to access our play areas, William's Den reserve the right to ask for proof of status – see FAQs for details.
6. No William's Den Camping/Pitch up and Play Ticket may be resold.
7. If William's Den Camping Booking ticket is scanned and shows that it has already been redeemed, then entry may be refused.
8. Any queries should be sent to [hello@williamsden.co.uk](mailto:hello@williamsden.co.uk)

## **Ends**