

## Hopleys Family Camping LTD – Terms, Conditions & Rules

Updated: October 2025

By booking with **Hopley's Family Camping Ltd**, here after known as ("Hopley's"), **the customer** agrees to the following terms and campsite rules. These are in place to ensure the safety, comfort, and enjoyment of everyone on site. Breaching these conditions may result in removal from the campsite without refund.

### 1. Bookings and Payments

- **A non-refundable £20 deposit** per pitch is required at the time of booking.
- The remaining balance must be paid **28 days before arrival** or the booking may be cancelled, and the pitch resold.
- Cancellations made 29 days or more before arrival will result in the loss of the deposit.
- 28 days or less before the arrival date, cancellations result in loss of full amount paid.
- **Transfers are permitted up to 29 days before arrival**, limited to two per booking and must be used within 12 months of the original booking.
- Refunds (at Hopley's discretion) are subject to a **20% admin charge**.
- Hopley's cannot offer refunds for unavailable facilities (e.g. café, shop, The Rustic, children's play areas, shower blocks, or fishing areas).
- Hopley's cannot offer refunds for changing your pitch.
- Hopley's cannot offer refunds for bad weather nor is Hopley's liable for weather damage.
- Holiday insurance is strongly recommended to cover illness, travel delays, accommodation breakdowns or unforeseen events.
- For pandemic or natural event policies, please contact us directly via email.

### 2. Arrivals & Departures

#### Arrivals

- **Check-in** for all pitch types is **1pm–9pm**. (excluding glamping)
- Arrivals after **9pm** will not be accepted. (including glamping)
- Park in the main car park and report to reception on arrival.
- Notify reception if arriving **after 5pm**.
- Pitch in the correct location—if unsure, contact the duty warden.
- We reserve the right to change your pitch for any reason.

#### Departures

- **Check-out is by 11am** unless a late stay has been approved.
- Remove all belongings and dispose of waste responsibly in the correct bins.
- Leave pitches clean and tidy. Bulk waste (tents, furniture, etc.) must be taken away.
- Hopley's will only accept general waste from customers that has been generated during their stay on-site.

### 3. Pitch, Occupancy & Booking Rules

- One **unit per pitch** (tent, caravan, campervan, etc.). Pup tents are not allowed.
- Gazebos and awnings incur extra costs and must be declared on arrival.
- Emergency access roads must remain clear at all times.
- No more than 6 people per pitch.
- **Groups and parties over 3 pitches are not allowed.** This includes groups of families.

- Minimum stay: 3 nights (bank holidays), 2 nights (weekends, mid/high season), 1 night (low season).
- A child is classed as anyone under the age of 18 years old.
- Under 18's must be accompanied by parents or guardians at all times. **Parents or guardians are solely responsible for their children's actions and behaviors.**
- Children must be **supervised at all times** and should remain on their pitch between 10pm–7am (except bathroom use).
- No swearing or offensive music at any time.
- The customer is responsible for booking the correct **location, size and type of pitch**, please call the office if you are unsure.
- All pitches must have the full correct details of the people occupying them (full name, phone number and email address).
- Hopley's liable for damage caused by over guests or animals onsite.

#### 4. Noise & Quiet Time

- Quiet hours are between **10:30pm–7am**, this includes but is not limited to no loud noise or conversations, music, or shouting. At this time, children should be escorted to the facilities with a parent or guardian.
- Play areas closed 10pm–7am.
- Persistent disturbance will result in eviction without refund.
- At any point, day or night, noise should not exceed the boundaries of your pitch.

#### 5. Barrier Key Cards

- One key card issued per pitch, regardless of vehicles booked. **Extra cars need to be parked in the overflow car park.**
- Return on departure or a £5 fee applies.
- Replacement/lost card fee: £5.

#### 6. Electricity – Pay as you go.

- Hopley's will preload an electric card with **£10 or £5 for you to pay on check-in.**
- Any electricity not used can be fully refunded. This must be redeemed at reception, in person, on the day of departure only.
- Lost, replacement or un-returned cards charged at **£5.**
- We highly recommend cable length of 25m for all pitches.

#### 7. Dogs & Pets

- Only well-behaved dogs or animals accepted.
- Dogs must be **on a lead** and under control at all times.
- Dog waste must be clean up immediately and dispose of waste in **dog bins.**
- Dogs are welcome for an **extra charge.** Aggressive dogs may be refused entry.

#### 8. Vehicles

- **One car per pitch.** Extra cars must be paid for and parked in overflow car park.
- 5mph speed limit applies across site.
- No driving under the influence of alcohol or drugs.
- The **Highway Code applies** within the campsite.

#### 9. Fires, Fire Pits & BBQs

- Fires and BBQs are accepted but must be **raised off the ground** and kept clear of flammable materials.
- Fire pits are available to rent from reception (first come, first served).

- **Hot ashes must be fully extinguished and disposed** of in designated bins.
- Keep water nearby and never leave fires unattended.
- Hopley's accepts no liability for fire-related incidents.
- Hopley's reserve the right to retract the use of Fires and BBQs for any reason, with no notice or refund options.

#### 10. Fishing

- Fishing permitted **dawn to dusk** with valid tickets purchased at reception or café.
- Follow posted fishing rules.

#### 11. Visitors

- All **day visitors** must register and pay at reception.
- Maximum **6 visitors per pitch**; all must leave by **10pm**.
- Visitor vehicles must remain in the main car park unless otherwise agreed.

#### 12. Site Conditions and Liability

- Due to our **rural setting**, Wi-Fi, mobile signal, and ground conditions may vary.
- Take care of uneven terrain and around natural features; Hopley's is **not liable** for injury, loss, or damage except where caused by negligence.
- We highly recommend a torch for walking around after dusk.
- Do not damage the flora, fauna, or property. Vandalism will result in charges or legal action.
- No swimming or paddling in the stream, fishing pool or nature pool.
- Drones, rope swings, water balloons, electric scooters, and fireworks are **not permitted**.
- Hopley's reserve the right to ban any equipment, toy or game if we deem it necessary.
- Do not exceed the boundaries of the campsite into the neighboring fields. The stream marks the border of our campsite. Do not go over the stream, this is dangerous. Hopley's is not liable for anyone who exceeds the boundaries of the campsite.

#### 13. General Information, Conduct & Behavior

- Respect staff, facilities, and fellow guests.
- Report accidents, incidents or maintenance issues immediately to the duty warden via phone call (not text).
- In emergencies, call **999** first.
- Non-urgent concerns: contact the duty warden at **07706 529 828** (24 hrs.)
- Anti-social, aggressive behavior or vandalism will result in immediate removal without refund.
- CCTV is operational across the site for safety and security.
- Do not enter Bell tents, Yurts or Shepherds huts unless you have paid for glamping.
- Fire pits, picnic benches and cooking areas are for glamping guests only.
- We are open all year round so be prepared for adverse weather.
- By entering the site, the visitor or customer accepts all campsite terms, conditions and rules.
- Lost property is kept for **30 days** before disposal.
- Hopley's may take photos or videos for promotional purposes; please inform reception if you prefer not to be included via email 7 days before you arrive.
- Please use bikes responsibly onsite. **Do not ride down steep banks, stairs, after dusk** or on busy roads or paths. Cyclists must be aware of gravel and uneven ground.

- Bike and scooter users must wear protection such as helmets and pads.
- Hopley's accepts no liability for bike-related incidents.

#### **14. Data Protection**

Data Protection: The information taken at time of booking is required to be collected for the purpose 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. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.



# Hopley's

*Family Camping*