



Terms & Conditions

Children

Children MUST be supervised at all times. Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are.

Fires

- Please NO naked flames or sky lanterns, these are a fire hazard, particularly to tents.
- Please NO glass in the fields, children play there, sometimes bare foot.
- Anyone wishing to have a fire MUST take a bucket of water.
- Buckets are located next to the drinking water tap.
- Please ONLY use the fire pits provided.
- All fires MUST be extinguished before going to bed.
- Please ONLY burn wood either purchased on site or brought with you. We have had guests burning the children's stools, and branches from the trees on site. This spoils the site for other guests.
- Please be AWARE of the emergency routines, extinguishers, telephone numbers, meeting points and exits.

Rubbish

- Campsite recycling policy MUST be adhered to. Rubbish must be placed in the correct bins, or additional charges of £100 will be charged.

Camping & Glamping -

- Check in is from 3.00pm
- All camping equipment must be cleared from the campsite by 1pm on Sunday 20th June.
- Glamping guests must clear their personal belongings by 11am Sunday morning.
- Camping and Glamping rules MUST be read by lead guests and everyone must abide.
- Music - Any music MUST stop at 10.30pm on the Friday and Saturday nights.

Amendments

Changes to the festival dates - 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. If we are forced to postpone the event all ticket sales will automatically be transferred to the new date.

After you have paid your deposit/balance you may wish to change some elements of your booking. We will try to meet your request. It may be necessary to cancel your break due to illness, accident or change of circumstances. We cannot guarantee a full refund. However, we will endeavour to come to an arrangement. Failure to arrive without satisfactory explanation or written cancellation will not be entitled to a transfer of event date.

If we make any major alterations to the festival, we will try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations.

Rules and Regulations - It is your responsibility to read the rules and 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. Mad Hatters Campsite reserves the right to ban individuals from future use of the campsite.

Liability & Damage - Guests to the festival will be asked to pay the cost of repairing or making good any damage they cause during their attendance at the festival. Anyone defacing or causing damage to any buildings, equipment or property of the campsite or festival faces immediate eviction and prosecution. You will be responsible for and charged for any damage/loss caused by yourselves. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Mad Hatters Campsite 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 at the Festival or campsite. 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 - info@madhatterscampsite.co.uk.

