

# Terms & Conditions



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The Lead Guests and entire booking party MUST take full responsibility for themselves, and all children, other guests, external caterers, and visitors that come onto site at all times, and agree to ensure that these notes are made aware to all.

### 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 to sort through the rubbish will be added.

### Camping & Glamping

- For hired accommodation check in is from 2.30pm, with check out by 11am.
- Camping and Glamping rules MUST be read by lead guests and everyone must abide.
- The Mad Hatter's Campsite is an operational campsite, so whilst your party is taking place there may be other guests staying, unless the party booked the entire campsite.

### Whole site bookings of more than 150 guests will need to:

- Take out public liability insurance of £5,000,000.
- Hire in additional toilets & showers.
- Provide additional rubbish bins and removal of bins.
- Complete an EMP and submit to East Cambs District Council 7 months before the date of the event.
- Mad Hatters Campsite must be sent a copy of the EMP, and security detail 7 months before the event date.
- Provide SIA security.
- Provide necessary fencing around the perimeter of the site.
- Provide details on who will be responsible for the sale of alcohol including their licence.
- Refundable damages deposit of £1000 required 5 days before the event date. This will be refunded 24hrs after the completion of the event.

All of the above will need to be agreed by Mad Hatters Campsite.

### Music

Live music must finish at 11pm. All other music must finish by midnight.

### Damage

The hirer AGREES, to pay the cost of repairing or making good any loss or damage that arises during the party.

### The signatory agrees to the following terms and conditions:

1. All provisional bookings will be held for 14 days then automatically cancelled, unless a signed copy of these terms and conditions is received along with a deposit of 20%.
2. Should you be forced to postpone your booked date, the original deposit paid to Mad Hatters Campsite may be transferred to another date (subject to availability) within 3 months of the original date. On the condition that the Campsite is successful in selling the original date. Only one transfer is permitted.
3. In all instances, notification of cancellation must be made in writing and will be effective on the date received.

4. An additional 30% is required 6 months before the date of the event.
5. The full balance is to be paid no later than 28 days before your event.
6. Prior consent of Mad Hatters Campsite must be sought for any entertainment or service contracted for the function by the client. Mad Hatters Campsite reserves the right to judge acceptable levels of noise or behaviour of the clients, guests, or representatives, and the client must take all necessary action to correct. In the event of failure to comply with management requests, Mad Hatters Campsite reserves the right to terminate the contract and stop the event without being liable for any refund or compensation.

### Amendments

Changes to your Party - 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.

### Amendments to your booking

After you have paid your deposit/balance you may wish to change some elements of the party. 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 your booking, we will 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 booking. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

### Rules and Regulations

The person completing the booking is responsible for the conduct of their party. 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 park.

### Liability

Anyone defacing or causing damage to any buildings, equipment or property of the park 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 park facility, or other resident's property. 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 in the park. 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](mailto:info@madhatterscampsite.co.uk).

### Things to consider:

- A first aider
- Alcohol licence - if you intend to sell alcohol during your event a copy of your alcohol licence must be sent to Mad Hatters Campsite.
- Music licence - if you intend to have a band or commercial disco during your event. Please provide the Mad Hatters Campsite with a copy of the music licence.

### Cancellations:

- If the event is cancelled 6 months before the date of the party/wedding a full refund will be given.
- Cancellations 6 - 3 months before the event will lose their 20% deposit.
- Cancellations 3 months before the event will not receive a refund.