

# William's Den Camping

**Prices** base pitch prices displayed are for one Pitch (8 x 8) metres in size and cover two people (lead person must be 18 years or over). One large tent or two small tents and one car are included per camping pitch.

**Extra guests** can be added to your booking up to a maximum of four extra people (six people maximum per pitch).

**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 duration of your stay. From check-in time at 2 pm on your arrival date, until closing time, daily until your day of departure. Speak to us if you would like to play longer than midday checkout time on your departure day.

**Single night stays Pitch Up & Play** if you have booked one night's stay, your departure day also gives you access to a full day's play. We kindly ask you to vacate the campsite by 12 midday and move your vehicle to 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 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 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 online or book our **Pitch Up & Play** camping option which includes play access. We cannot upgrade your pitch only booking to pitch up 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 closes for the day, usually at 5pm.

**Check in time for all camping is between 2 pm & 5 pm** please have your tickets ready to show on arrival at the welcome desk. 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 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 accessing the attraction car park throughout the day. We have a 5 mph speed limit on site for everyone.

**Off-Grid Campsite** we are a natural back to basics campsite so 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** off-grid quality portaloos with hand basins, an accessible portaloos with baby changing facilities and outdoor "Shepard Hut" style showers are available on the campsite. (All facilities are unisex) We also have a pot washing area.

**Vehicle safety** your car must be parked next to your pitch area, 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 booked in advance must be parked in our main car park and your (car ticket) provided on arrival must be displayed behind the windscreen at all times.

**Car registration** when booking, please complete all questions including your car registration number and expected arrival time (x1 car is included in your 8m x 8m pitch booking.)

**Fire safety** no wild fire fires are permitted in the camping field. We allow raised fire-pits only, and have a limited number of fire-pits to hire, plus logs and kindling to purchase at William's Den Shop. **Camping Stoves and professional BBQs** (including disposable BBQs) are allowed but must be raised off the ground safely BBQ coals or items must be disposed of in the marked fire safe bins provided. BBQs should not be left unattended and situated at least fifteen 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 of your equipment and belongings.

**Dogs on the campsite** as we have a children's 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*). Dogs on the campsite must be kept under control on a lead at all times unless using the dog enclosure area. Dogs must never be left unattended.

**Entering William's Den** we have a pizzeria restaurant, ice cream parlour and plenty of toilet facilities available at William's Den during opening hours. You do not need entry tickets to use these public facilities. 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 & 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 in 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.

**Our environment** please look after our lovely countryside, keep your pitch space clean and tidy and take your rubbish home. 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 recommend that you bring your own good 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 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.

**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 9 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 in the main building. 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 and 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 adding additional people can be made up to, and including the date of arrival prior to 2 pm check-in time. (Subject to availability and an administration fee).
- **Cancellations up to and including your arrival date** 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 prefer card payments in all our facilities 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 General Admission 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 any reduced priced tickets are purchased online to access our play areas, William's Den reserve the right to ask for proof of status.
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 then entry may be refused.

#### **Ends**