

CAMPING AT NORTH LEES CAMPSITE – TENT AND CAMPING PODS TERMS AND CONDITIONS

Booking and Payment

1. Full payment using a debit/credit card is required at time of booking to confirm the booking.
2. Bookings can be made up to 24 hours in advance of the day of arrival, subject to availability
3. Special requests, including requests for particular camping pods or to bring a dog on site, must be indicated to us at the time of booking.
4. Camping pod bookings are now made on-line at www.peakdistrict.gov.uk/campingpods or, in the case of bookings for groups larger than five people, by contacting us directly on 01433 650838 or email northlees.campsite@peakdistrict.gov.uk and following the group booking process set out below.
5. Pitch bookings can be made online at <https://www.peakdistrict.gov.uk/visiting/getactive/camping/camping-northlees> or, in the case of bookings for groups larger than five people, by contacting us directly on 01433 650838 or email northlees.campsite@peakdistrict.gov.uk and following the group booking process set out below.

Group Bookings

6. Group bookings can only be accepted from organised groups. We cannot accept large family or friend groups without prior arrangement. Proof of group status may be requested when booking. In particular, our site is not suitable for parties. We may refuse to allow you access to the site and/or require you to leave the campsite if you do not comply with this condition.
7. All group leaders must complete and return a group booking form [Link] including full details of the number in the party and number of vehicles. An official purchase order should where possible be provided. On receipt of a completed booking form a quote will be provided. If full payment is made with acceptance of the quote the reservation will be confirmed. Otherwise a sales invoice will be issued which must be paid in full at least 1 month before the date of arrival, or immediately if the booking is made less than a month before arrival. The issuing of a sales invoice does not confirm the booking. Until full payment is made the reservation will not be confirmed and the visit cannot take place. Completion of the booking form and full payment of the fee constitutes a binding contract between us on these terms and conditions.
8. If bookings are made by you on behalf of other individuals you confirm that you have authority to make a booking on behalf of these individuals and that you accept responsibility for ensuring that all of these individuals comply with these terms and conditions.

Online booking

9. A booking is made when you accept these terms and conditions, complete the personal details online and pay the fee. Completion of these steps constitutes a binding contract between us on these terms and conditions.
10. By booking online you accept responsibility for ensuring that all the members of your group comply with these terms and conditions.

11. We reserve the right not to fulfil or accept a booking for any reasonable reason. All bookings are subject to availability of staff and associated resources.
12. All online bookings are, in addition to statutes regulating the sales of good and services, subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Cancellation and Refunds for pre-paid bookings

13. You may cancel the reservation at any time. If a cancellation occurs the following refund policy applies:
 - Cancellation up to 1 month before arrival– 100% refund (minus the non-refundable Cool Camping booking fee if applicable)
 - Cancellation between one month and 14 days before arrival – 50% refund (minus the non-refundable Cool Camping booking fee if applicable)
 - Cancellation in last 14 days before arrival – no refund
14. Refunds will not be given if you cancel your booking or leave the campsite early due to inclement weather, illness or other reasons beyond your control. We recommend that you buy holiday insurance to cover you.
15. Although we will make effort not to do so we may have to cancel or change a booking in a significant way due to events beyond our control (for example extreme weather). If this occurs, we will refund any money paid in respect of the booking for the part of your stay affected but will not otherwise be liable for any loss caused by cancellation or alteration.
16. Generally, as the booking is for services related to leisure activities for a specific date, you do not have a right to cancel and receive a refund under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (Regulation 28).

Occupation Limitations: Camping Pods

17. Occupation of camping pods is limited to two adults plus one child (or two small children/infants) for a standard pod and two adults plus three children, or 4 adults for a family pod unless otherwise agreed. Dreamboat, the easy access pod has room for two adults and one child (or two small children/infants).
18. Family groups must be limited to no more than two pods or one pod and an adjacent tent.
19. The camping pods are designed for short stay/recreational use and are not available for residential bookings.

Pets

20. You **must** notify us at the time of booking if you intend to bring a dog on site. They will incur an additional charge. A maximum of 2 dogs per camper may be allowed, at the warden's discretion. No other pets are permitted.
21. Dogs must be kept on a lead at all times and exercised away from the main camping areas. You are responsible for any mess, which must be cleared up and disposed of immediately.
22. Dogs must not be left unattended on the campsite
23. Dogs are only allowed in two of the camping pods – Twin Cam and Dreamboat, at the warden's discretion – and need to be booked at the time of making the camping pod booking.

Arrival and Departure

24. Please arrive after 2pm and leave the campsite by 10.30am on the day of your departure unless otherwise agreed.
25. Arrangements for collecting keys for camping pods will be agreed at the time of booking.
26. You must return keys on the last day of the holiday period or the date of departure, if earlier. Failure to do so will incur the cost of a replacement set.

Your Obligations and Responsibilities

27. Access and parking:
 - With the exception of the Dreamboat easy access camping pod you may not drive any vehicle up to your camping pitch or camping pod although some parking areas are very close to the camping areas. Vehicles must be parked in designated parking areas and all equipment must be carried the relatively short distance to the camping pitch or pod.
 - There is a 5 mph speed limit on site for all vehicles.
 - Dreamboat, the easy access camping pod, has parking adjacent to it.
28. You must not use the campsite or camping pod for any dangerous, offensive, noisy, illegal or immoral activities or carry on any act that may be a nuisance or annoyance to us or any neighbours or fellow campers.
29. For the convenience of others and to protect the environment solid fuel barbecues and open fires are not permitted.
30. To avoid danger from spread of fire, tents should be pitched at least 6 metres away from other tents. All campers need to make themselves familiar with the location of the fire extinguishers
31. Under 18 year olds must be supervised on site by a responsible adult at all times.
32. Gazebos, hammocks, additional tentage or large windbreaks are only to be erected with the warden's permission and may incur an additional cost.
33. Visitors may only be brought onto the site with the warden's permission. Site facilities are for the use of campers only, including car parking spaces.
34. Please respect other campers by:
 - Pitching sensitively;
 - Being quiet between the hours of 10pm and 8am and refraining from excessive noise at all other times;
 - Playing ball games and frisbee only when the site is quiet and at the warden's discretion;
 - Not playing music (including musical instruments).
35. Generators, fireworks and Chinese lanterns are not permitted.
36. Breakages and damages must be reported as soon as is reasonably possible and we may charge you for any part of a camping pod or site amenity destroyed or damaged.
37. We may charge you for the relevant costs if extra cleaning is required.
38. For fire safety, cooking for pod residents is restricted to the veranda area only and stoves must be raised off the ground. Cooking inside pods is NOT permitted and can be lethal due to carbon monoxide poisoning.

39. You are limited in your electrical usage in camping pods by a 10amp trip which means that the use of electrical appliances is limited. Use of a kettle for example is likely to be impossible.
40. Smoking is not permitted in the camping pods or in any part of the small plantation within which the pods are situated.
41. It is not permitted to fly drones on site.
42. You need to be aware of the natural hazards on site including the adjacent stream and woodland (including mature trees), steep banks and drops. You should familiarise yourself with the site on arrival.

Prevent Duty

43. Under Section 26 of the Counter-Terrorism and Security Act 2015 and related statutory guidance, the Peak District National Park Authority (PDNPA) must have due regard to the need to prevent people from being drawn into terrorism. This is known as the Prevent Duty. In complying with the Prevent Duty, PDNPA is required to ensure that publicly-owned venues and resources do not provide a platform for extremists and are not used to disseminate extremist views.
44. The Government have defined extremism as: “vocal or active opposition to our fundamental values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs”. Also included in our definition of extremism are calls for the death of members of our armed forces.
45. Therefore, the hirer shall not use any PDNPA resources to promote violent and/or non-violent extremist views. This applies to speakers in person or those using any form of online platform, any pre-recorded video footage, or any speakers added to an event agenda after the initial booking.

Right to evict

46. We reserve the right to ask any camper/s to leave who present a danger, menace or disturbance to other campers including excessive noise and failure to adhere to campsite rules and these terms and conditions

Comments & Complaints

47. Every reasonable care will be taken to ensure that the camping pods and site amenities are presented to a high standard. Should you find any cause for complaint, please immediately contact one of the campsite staff, so that reasonable steps can then be taken to rectify the problem.
48. Please fill in a comments form before your departure and leave it at the campsite or email it to us as soon as possible after your stay at Northlees.camping@peakdistrict.gov.uk .
49. If you are not satisfied with the service you receive you can make a complaint using our complaints procedure. Further details can be found at : <http://www.peakdistrict.gov.uk/looking-after/about-us/have-your-say/complaints>
50. Our contact details:
Peak District National Park Authority
Aldern House
Baslow Road
Bakewell

DE45 1AE

Peak District National Park Authority accepts no responsibility for loss or damage to persons or property arising from the use of the campsite or its facilities save for death or injury arising from its own negligence.