



The Red Lion Hotel - Winfrith Newburgh Campsite Terms and Conditions

When booking campsite accommodation with The Red Lion Hotel you are agreeing to enter into a binding contract with us. References to 'us' and 'we' in these Conditions relate to The Red Lion Hotel. References to 'you' or 'your' relate to the person making the booking and all members of that person's party. When you book online, confirm over the phone or we email confirmation of a reservation to you, we enter into a contract with you, which is subject to these Booking Conditions.

The Red Lion Hotel accepts no liability for loss or damage to possessions and/or personal injury. In making this booking you are accepting full responsibility for yourself, your booking party, your children and you are agreeing to abide by our Terms and Conditions, which can be viewed in full on our website.

All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owners' risk. The Red Lion Hotel accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles.

General Booking Information

Booking Form:

Booking is completed either via telephone or via the online booking page on our website. If you make a phone booking, we will manually complete the form for you.

Booking Confirmation:

We will send you a booking confirmation and invoice via email. Please contact us if you do not receive this. Please check your Booking Confirmation and notify us of any errors immediately. You must be over 18 years of age to make a booking.

Payment:

During the processing of your completed online booking form, your full payment must be processed via our accepted payment options. Your payment is made in full and consists of a non-refundable deposit of 50% of the total booking amount. If payment money is not received, we reserve the right to cancel the booking. If payment is made after we issue an invoice or series of invoices, the first 50% of the total amount owed forms the non-refundable deposit amount.

The caravan and tent pitches are let for holiday use only and are limited to the time specified.

Cancellation or Changes by You:

It is essential that you let us know immediately if you need to cancel your booking. Please telephone the office and then confirm in writing within 48 hours. If you cancel your booking the following applies:

1. If you cancel more than 4 weeks before your arrival date you will lose 50% of total booking amount, or the total of any non-refundable deposit payment. The remainder of any of your other payments made will be refunded less bank fees.
2. If you cancel less than 48 hours before your arrival date you will lose your full payment.
3. If you book via a third-party organisation and not directly via our website, they may have additional terms and conditions related to your booking. Please make yourself aware of these at the time of booking, as they are in addition to our policy regarding cancellation. We are only able to refund the portion of the booking fee we receive from the third-party organisation and are not responsible for refunding any of their fees, commissions or charges.
4. In accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134 you cannot cancel your contract if the services you have ordered are accommodation, or services related to leisure activities (if the contract provides for a specific date or period of performance).

Cancellation due to unforeseen circumstances:

We are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your Booking as a result of circumstances beyond our control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, notifiable diseases, health risks, inclement weather or such similar events ("Force Majeure"). We strongly recommend that you have adequate holiday insurance in place to cover this.

[For our up to date 2021 Coronavirus Policies and Risk Assessments please follow this link.](#)

Group Bookings:

Cancellations of individual bookings making up part of a larger booking are subject to any additional specific terms and conditions agreed for the group booking.

Cancellation or Changes by Us:

Once we have issued you with a confirmation, we will do our best not to make any changes or cancel your booking. However please note that sometimes changes do occur before or after bookings have been confirmed, and very occasionally confirmed bookings have to be changed or cancelled. We will do all we can to avoid changes and cancellations but must reserve the right to do so.

Travel Insurance:

We recommend insurance to cover cancellation, loss, damage or injury. As a small business we are not able to act as your insurers and rearrange your stay due to your changes in personal circumstances.

Pets:

We welcome pets; it is the pet owner's responsibility to ensure that their pet is under control at all times and on a lead. It is the pet owner's responsibility to insure their pet(s). Any damage or injury caused by the pet will be the responsibility of the owner. Pet owners must clean up after their pet including cleaning up dog mess which must be bagged and then binned in one of the waste bins provided.

Arrival and Departure:

Arrival times for pitches are between 3:00 pm and 8:00 pm. The pitches must be vacated by 11.00 am on the departure date. Please let us know if you expect to arrive late or are delayed. Pitches are allocated within the three-pitch types on a first-come-first-served basis.

If you do not contact us and you have not arrived by noon on the day following the booking start date, we will treat your booking as having been cancelled by you and you will not be entitled to any refund.

Noise Policy and Behaviour:

We operate small scale quiet, relaxed and laid-back campsite. All electronic music and percussion instruments of any kind are banned. Loud noise doesn't fit into the vibe of peace and tranquillity. We ask that campers please respect fellow campers and our local neighbours. There is a LOW NOISE POLICY from 10pm around the campsite. We reserve the right to remove any campers who act inappropriately or do not follow our noise guidelines.

Your safety:

1. The Red Lion Hotel campsite is surrounded by beautiful countryside filled with unusual plants and animals. However, this brings with it the risks associated with wild animals and poisonous plants. We accept no responsibility for any injuries or illness that you suffer as a result of bites, stings or from eating or playing with poisonous plants. If in any doubt, please always ask us, and encourage your children not to touch plants or animals that you or they cannot positively identify.
2. Children are free to explore the site, but they remain their parent's responsibility at ALL times.
3. We will not be held responsible or liable for any accident, loss or damage whatsoever to persons, vehicles, tents, accessories or contents during your stay with us.

4. Our campsite and its landscape include some slopes, rough terrain, trees, brambles and other natural hazards. Depending on the weather, conditions can be cold, wet, slippery or hot, dry and brittle.
5. We trust that you appreciate we can take no responsibility for the weather conditions at the time of your visit. We recommend that you come prepared with suitable equipment, clothing and footwear, so that you can enjoy the charm of the natural environment in all its diversity.
6. The flying of kites is prohibited for your own safety.
7. The Red Lion Hotel reserves the right to close the campsite in extreme or dangerous weather conditions. The decision to do this is entirely at our discretion.
8. The use of gas cookers, gas heaters or naked flames is not allowed at any time within your own tents whilst on the campsite. This is due to the risk of fire and carbon monoxide poisoning.
9. Fireworks, Chinese lanterns, open camp fires, weapons, generators and dangerous materials or substances are not allowed on the campsite.

By booking with The Red Lion Hotel, you are acknowledging that you are aware of the risks, hazards and dangers of entering the campsite.

The Car Park:

The main car park is located away from the campsite pitches. Only authorised vehicles are allowed access to the main campsite areas, unless approved for the pitching of tents. All guests and any additional guests visiting the campsite may only park in the main car park area. All cars, vehicles, motorbikes, bikes or other vehicles are parked at their owners' risk. The Red Lion Hotel accepts no liability for loss or damage to cars, vehicles, motorbikes, bikes or other vehicles.

Rubbish Policy:

The Red Lion Hotel has ample provision for recycling so please separate your rubbish and use the bins provided.

The Warden:

The campsite is monitored. Our staff will be charged specifically with:

1. ensuring noise is kept to a minimum during evening hours
2. cars are parked in the correct areas and do not park in the campsite
3. campsite rules are adhered to
4. security of the campsite and surrounding areas
5. no electronic, amplified music or percussion is played.

Our staff will where necessary, enforce the low noise policy. We ask for you and your guests to cooperate with our staff. Please assist us by listening and adhering to our staff's instructions, directions and requests. It is a condition of your booking that you agree to follow the directions of our staff.

General Agreements:

1. You agree to look after the tent pitches and campsite. This means you must keep all furniture, fittings and effects, (inside or outside) in the same state of repair and condition as at the start of your booking, and you agree to leave it clean and tidy. If you break these conditions, we may make an additional cleaning charge and/or make a claim against you for repair or loss as a result of damage caused.
2. You are expected to show due consideration for other people, including other guests, local residents and our staff. If you abuse the property or display dangerous or offensive behaviour towards the staff, landowners or any third party, we may refuse to allow you access to the property or ask you to leave before the end of the holiday. If this happens, we will treat your booking, as having been cancelled by you and you will not be entitled to any refund.
3. You are in a natural environment and as such you agree to respect all local flora and fauna. Any damage, wilful or negligent, will be taken seriously and may result in you and your party being

requested to leave the campsite. In such cases we will treat your booking as having been cancelled by you and you will not be entitled to any refund.

Liability:

If you have any problems during your stay, please let us know immediately so we can try and sort them out while you are here. If you have any complaints, thereafter, please address them to; Campsite Manager, The Red Lion, Winfrith, Dorchester, DT2 8LE, or email to info@winfrithredlion.co.uk

1. We are under a legal duty to supply services that are in conformity with this contract and in accordance with the Consumer Rights Act 2015 (the Act).
2. The Red Lion Hotel or their staff or business partners shall not be liable for any loss or damage to visitor's property, however caused. We accept no liability for injury sustained to any party whilst on our campsite.
3. We are only responsible for losses that are a natural, foreseeable consequence of our breach of these terms and conditions. We do not accept liability if we are prevented or delayed from complying with our obligations set out in these terms and conditions by anything you (or anyone acting with your express or implied authority) does or fails to do, or is due to events which are beyond our reasonable control.
4. Furthermore, we do not accept liability for any losses related to any business of yours including but not limited to: lost data, lost profits, lost revenues or business interruption.
5. Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Changes to legal notices:

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.

Law, jurisdiction and language:

The Red Lion Hotel website, any content contained therein, and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English law. Parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales. All contracts are concluded in English.

Invalidity:

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

Privacy:

You acknowledge and agree to be bound by the terms of our privacy policy.

Third party rights:

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

Other important terms:

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may submit the dispute for resolution to the [Consumer Protection \(Amendment etc.\) \(EU Exit\) Regulations 2018](#).

The Red Lion Hotel is a trading name of **THE RED LION WINFRITH LIMITED**

Company Number – 12368122; VAT Number – 339956642

Registered Office – Verulam House, Cropmead, Crewkerne, Somerset, United Kingdom, TA18 7HQ