

# Lee Valley Almost Wild Campsite, Broxbourne Term and Conditions

Issue 2

These Terms and Conditions apply to participation in the Lee Valley Regional Park Authority (the "Authority") Lee Valley Almost Wild Campsite, Broxbourne (the "Campsite Terms and Conditions"). They are incorporated into the Authority [Standard Terms and Conditions of Sale](#), which apply to all purchases from the Authority. Words defined in the Standard Terms and Conditions of Sale have the same meaning in these Campsite Terms and Conditions. If you have any queries concerning these Campsite Terms and Conditions or the Standard Terms and Conditions of Sale, please contact us before concluding any booking or purchase.

For the purpose of these Campsite Terms and Conditions:

You means any person placing a booking, paying for, or, staying at Lee Valley Almost Wild Campsite, Broxbourne (the "Campsite")

These Campsite Terms and Conditions contain important information concerning your and any member of your party's stay at the Campsite. Your booking to stay at the Campsite will not be accepted unless you signify at the end of this document that you have read and understood and agree to abide by and be bound by these Campsite Terms and Conditions.

## 1. Important Notices

- 1.1. If you do not act in accordance with these Campsite Terms and Conditions, you may be asked to leave the Campsite without any entitlement to a refund;
- 1.2. In making a booking on behalf of a group, you are responsible for ensuring that all group members are aware of, understand, and agree to comply with these Campsite Terms and Conditions.

## 2. Booking, Payment and Charges

- 2.1 All bookings and payments need to be made through the Lee Valley Almost Wild Campsite booking page at [www.visitleevalley.org.uk/almostwild](http://www.visitleevalley.org.uk/almostwild). When filling in your 'Contact Details' you need to inform us how you will be arriving – walking, by car or by canoe. This is done by clicking on the 'Other Requests' box whilst filling in your Contact Details;

It is important to note that if you plan on arriving by car you need to provide your car registration number when you make your booking as you will need to be issued an access code for the entrance gate;

- 2.2 Pitches are available from 14:00 on the day of your arrival and must be vacated by 11:00 on the day of your departure.
- 2.3 Full payment for your stay less the Deposit must be made four days prior to your arrival at the Campsite. Payment for any additional dates agreed between you and us during the stay is due and payable in full at the time of booking such additional dates.

## 3. Terms of Stay

- 3.1 Your stay must not exceed 14 consecutive nights at the Campsite, except under special circumstances and as agreed at its sole discretion by the Authority in writing;

- 3.2 For the purposes of clause 3.1, special circumstances may be, but are not limited to, the following circumstances:
- a. The unforeseen illness of you or a member of your party that precludes that person from travelling; *or*
  - b. Where a vehicle owned by you or a member of your party has broken down and is incapable of being towed off the site.
- 3.3 Following a stay of 14 nights you may not stay at the Campsite again until at least a further 14 clear nights have elapsed since the date of your most recent departure. Customers may only stay at each Campsite for a maximum of 28 days in any one-year (being a period of 12 months from the date of first stay);
- 3.4 Where you choose to use your own tent, other touring accommodation, and/or equipment (Customer Property):
- a. It is your responsibility to ensure that all such Customer Property is of satisfactory quality and fit for purpose;
  - b. The Authority reserves the right to inspect, for its own purposes, such Customer Property;
  - c. The Authority reserves the right to refuse to allow any such Customer Property on to the Campsite if it, in its sole discretion, considers it to be unsafe or inappropriate;
  - d. If the Authority refuses to allow on to the Campsite any Customer Property that it deems unsafe or inappropriate, it will not be held responsible for any losses you may incur and will not offer any refund.
- 3.5 If you are under 18 years old and do not have an accompanying adult who is over 18 years old with you, you will not be permitted to stay at the Campsite. The Authority will treat this as a cancellation by you and the provisions of clause 5 will apply.
- 3.6 On arriving at the Campsite on the first day of your booking:
- a. Please ensure that you arrive after 14:00 and at least one hour before 21:00;
  - b. Where you intend to arrive after these designated times please ensure that you arrange this alternative arrival time in advance;
  - c. Campsite gates are locked at 21:00. If late arrival has not been pre-agreed access for new arrivals may not be available until the following morning;
  - d. No refund or part refund will be given if you fail to gain access to the Campsite due to your arrival outside of the designated times or at an alternative time without prior agreement; *and*

During your stay:

- e. Vehicles will be not be able to leave or gain access to the campsite after 21:00 and will have to be parked off site awaiting access the following day. There is a public car park nearby at Broxbourne Riverside;
- f. You may only park cars in designated car parking areas. There is no vehicle access to the main camping area. Parking on service roads is prohibited and

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your vehicle may be towed away and be subject to a fine if you park here.  
Vehicles should not be used to visit any other area within the Campsite;

- g. When driving your vehicle in the Campsite you must adhere to the speed limit of 5 m.p.h. Learner drivers are not permitted to drive any vehicle at the Campsite;
- h. Dogs are permitted at the Campsite but must be kept on a lead at all times and must not be allowed to foul the site. Dogs are not permitted to enter any buildings or cabins;
- i. You are not permitted to conduct or carry on any form of trading from the Campsite.

3.7 You must vacate the Campsite by 11:00 on the last day of your booking.

#### **4. Cancellation by the Authority**

4.1 Every attempt will be made to ensure that your booking goes ahead as scheduled. However, the Authority reserves the right to cancel bookings and/or close the Campsite at any time, without notice and at its sole discretion, in the following instances:

- a. Where it considers that the risks of continued operation are unmanageable risks; *and*
- b. Due to any other factors beyond its control.

4.2 In the event that the Authority cancels your booking or closes the Campsite in accordance with the provisions of these Campsite Terms and Conditions, it will in the first instance offer you an alternative date and/or location for your booking or failing this offer you a full refund of monies paid for the unfulfilled booking or where your stay has already started for the part unfulfilled. The Authority will not accept liability for any other costs howsoever arising incurred by you or any other individuals or third parties as a result of any such cancellation.

#### **5. Changes to Bookings and Cancellation by You**

5.1 If you wish to amend your booking prior to full payment being made in accordance with clause 2 above, please contact the Campsite Reception. Email address details are set out in clause 9 below. Acceptance of any such amendments are at the sole discretion of the Authority and where applicable are subject to availability. There will be no administration charge for changes to bookings;

5.2 If you wish to amend or add to your booking after you have made full payment in accordance with clause 2 above, any additional payments due from you must be made at the time such amendments or additions are agreed by the Campsite;

5.3 If you wish to cancel all or part of your booking, the following cancellation policy operates:

- a. In order to cancel the booking you must provide written notice to the Authority;
- b. Where the Authority receives notification of cancellation prior to full payment being made in accordance with clause 2 above, the Deposit paid will be retained by the Authority;
- c. Where the Authority receives notification of cancellation after full payment has been made in accordance with clause 2 above, no refund will be made.

- d. The Authority reserves the right to apply a late arrival charge for guests arriving outside of the reception opening hours, rates for which will be displayed on our website and may be varied from time to time.

**6. Liability**

6.1 The Authority shall not be held liable for:

- a. Any damage or loss of any property or items belonging to you, any member of your group or any third parties;
- b. Personal injury or death other than where caused by the Authority's negligence or any other circumstance where it would be unlawful for the Authority to exclude liability.

**7. Adherence to rules and respecting our staff and other customers**

- 7.1 You must at all times comply fully and promptly with the Campsite rules, any safety regulations and any other reasonable instructions issued by the Authority and its staff;
- 7.2 You must not do anything (or omit to do anything) which may cause damage or loss to Authority property or facilities, other customers or cause nuisance, annoyance, disturbance, inconvenience or injury to any other persons at the Campsite.

**8. General**

- 8.1 The use of illegal and or non-prescription drugs is not permitted within the Campsite. Any person in possession of, or under the influence of, any such substance will be refused admission and will not be entitled to a refund;
- 8.2 Smoking (including electronic cigarettes or any other artificial smoking devices) is not permitted anywhere within any of the Campsite buildings;
- 8.3 Customers who are legally entitled and who wish to consume alcohol whilst on the Campsite must do so responsibly;
- 8.4 The Authority must be notified of any lost property within 6 weeks of your departure from the Campsite, as any such items, which have been found, will be disposed of after this period.

**9. Contact details**

All notices are to be addressed to the Manager at the Campsite or by email to:  
[almostwild@leevalleypark.org.uk](mailto:almostwild@leevalleypark.org.uk)