

Torrent Walk Campsite Terms and Conditions

- **Arrival** – Arrival time is no earlier than 1pm. No early arrivals during bank holidays and high season from June until September. **Please arrive by 9pm at the latest.**
- **Departure:** Please depart by 12 mid-day. Please leave your pitch tidy. We reserve the rights to charge £20 if your pitch is left dirty with dog poo, rubbish, or BBQ.
- **Noise** – Strictly no noise from 11pm to 7am. No loud music to be played any. No cars to be driving around the campsite after 10pm. Quiet generators are permitted, but only between 8am and 9pm.
- **Dogs** - Up to 2 dogs per pitch are allowed but MUST be always kept on a lead. Please clean up after your dog.
- **Chemical toilet disposal point** – Toilet cassette must be emptied in designated chemical disposal point (NOT in the toilet block) located right as you enter/exit the camping ground.
- **Grey water disposal point** – Grey water is to be disposed at designated point located round the toilet block by the vending machine.
- **Campfires** - We allow campfires in firepits raised off the ground, but wood must be purchased from reception. You can bring your own firepit or we have them available to hire at reception (must be collected before 9pm). Wood is only sold until 9pm (may be different during quiet/winter season).
- **Payment** – Non-refundable deposit of 15% is taken upon booking and remaining balance is requested 7 days before arrival. If payment fails, your booking will be cancelled so please make sure your card is valid.
- **Cancellation and Modifications** – If you notify us before 7 days prior to arrival that you wish to cancel, you will receive a refund minus the 15% deposit paid at the time of booking. If you notify us with less than 7 days before arrival, NO refunds will be offered. If you wish to change your booking date you must provide new dates within 7 days. Please note we only allow one change or modification to a booking.
- **Visitors** - If you wish to have visitors to your pitch from outside the campsite, please speak to reception first as this request is subject to availability. They must leave by 10pm.
- **Cars** – cars must be parked within the borders of your own pitch (unless you are on one of our smaller pitches located on the ledges). There is a maximum speed limit of 10mph while driving through the campsite, as children or dogs may be on the road. If the speed limit is not adhered to, we will ask you to leave your car in the car park away from the campsite.
- **Waste Disposal** – Please take all your rubbish to the bins provided by the toilet block. Recycling is also available. All rubbish must be bagged. We only allow general waste at our waste disposal point. Strictly NO camping equipment, broken chairs, air beds, tents etc are allowed. Return the firepit and dispose ash in the bin provided by reception. Leave your pitch as you would like to find it, do not dig up the ground or remove rocks from the dry-stone walls to create campfires. Disposable BBQ's can be used on site but must be raised off the ground. Please dispose your BBQ prior to departure.
- **Anti-social behaviour and drug policy** - We do not tolerate anti-social behaviour on our campsite, any behaviour deemed to be abusive or anti-social, will result in immediate eviction from the campsite without a refund. Use of ANY drugs on premises is a criminal offence and will lead to immediate termination of your stay.
- **Please note we have CCTV operating on site and during the high season we have a security guard at night to make sure the noise curfew is adhered to and to carry out appropriate action regarding anti-social behaviour.**