

Terms & Conditions - Croyde Bay Campsite

Before you book (Terms & Conditions)

Croyde Bay Campsite is for couples, friends, families and well behaved groups. Like-minded people wanting to surf and enjoy the North Devon beaches. We make every effort to run a relaxed and quiet site. Unfortunately this means we have to have site 'rules':

Tent Size:

We have certain areas onsite where we like to locate various tent sizes and so please discuss with the team upon booking.

Camper Vans:

Campervans are permitted, but please check upon booking re. Your size of campervan. We do not have electric hook up.

Caravans:

Sorry no caravans.

Electric hook ups:

Sorry we do not have electric hook ups. Phone, tablet and laptop batteries may be charged at reception for a fee.

Groups:

We do take group bookings but please provide group details upon booking. We ask that groups make every effort to respect the quiet nature of the site. This makes our sites unsuitable for Birthday parties, Hen or Stag nights. (See Behaviour Bond details).

Age:

No person under the age of 18. Younger teenagers may stay under adult supervision.

Pets:

No pets of any sort.

Security:

Croyde Bay Campsite cannot take any responsibility for the security of your personal items or vehicles. Customers agree that their stay at Croyde Bay Campsite is entirely at their own risk and hereby identify the owner and staff from liability for any loss or damage caused by themselves, members of their party, their guests or invitees, to any of their equipment chattels or property.

Staff are on duty day and night for your benefit, please do not abuse their authority or the site rules.

Booking:

We take bookings by phone or email or via our website.

Payment:

PayPal invoicing

Credit/debit cards

Cash

Behaviour Bonds:

The management reserve the right to request a 'Behaviour Bond' if at any time if it is deemed necessary.

This will automatically be required for groups of more than six people. A sum of £20 from each person will be requested in cash on arrival. This will be returned at the end of your stay assuming that there has been no cause for complaint.

Cancellations:

We do not give refunds.

Our service to you:

In the unlikely event of there being a problem or dissatisfaction with any matters under our control during your holiday please report them to the Reception immediately so that we may have the opportunity where possible to rectify issues. We will not be responsible for any issue, which you knew about during your stay but did not report to us during your stay. If you feel the reported matter is not resolved to your satisfaction during your stay, please write to Croyde Bay Campsite within 7 days of returning from your holiday. Any correspondence must be in writing/Email, from the lead guest on the booking and must be signed. We cannot accept liability in relation to any claim of whatever nature if you fail to notify us in writing within 7 days from the end of your holiday. We will respond to your concerns within asap.

Whilst every effort is made to avoid changes or errors, we are only human. Please check and/or query the details and price of your chosen holiday at the time of booking.

Site Rules:

Please respect our site rules - they are to make yours and ours a great stay.

- Vehicle gate closed at 11pm.
- Vehicle gate opens at 7am
- Please respect people's space at all times.
- Visitors by arrangement with reception – a must for your security.
- No BBQs or naked lights after twilight.
- BBQs and hot utensils must be kept off the grass on bricks (it kills the grass) – ask at reception.
- Quiet after 11.30 pm
- No audible music.
- Vacate your pitch by 10.30am on your day of departure please.

Most important of all, have a great camping trip :)