

Dinton Pastures Camping Booking Terms & Conditions

1. General

- 1.1 These Terms and Conditions apply to all bookings for camping at Dinton Pastures.
 - 1.2 By making a booking, you confirm that you have read, understood and agree to these Terms and Conditions.
 - 1.3 The person making the booking must be at least 18 years of age and accepts responsibility for all members of their party.
 - 1.4 We reserve the right to refuse or cancel any booking where we reasonably believe these Terms and Conditions may not be complied with.
 - 1.5 Dinton Pastures Camping is an unmanned site overnight, emergency contact information will be provided but we do not operate with an onsite warden.
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2. Bookings

- 2.1 Bookings may be made online, by telephone or through an authorised booking partner.
 - 2.2 A booking becomes legally binding once confirmation has been issued by email or in writing.
 - 2.3 It is your responsibility to check your booking confirmation and notify us immediately of any errors.
 - 2.4 The maximum number of people permitted on each pitch will be stated during the booking process and must not be exceeded.
 - 2.5 Bookings may not be transferred to another person without prior written consent.
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3. Prices and Payment

- 3.1 Prices are shown in pounds sterling (£) and include VAT where applicable.
 - 3.2 Full pre payment is required on booking
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4. Cancellations

By You

- 4.1 All cancellations must be made in writing or by email.
- 4.2 Cancellation charges apply as follows:

Notice Given	Refund
More than 28 days before arrival	£20 per tent cancellation fee
28 days or less before arrival	No refund

By Us

4.4 If we need to cancel your booking due to circumstances beyond our reasonable control, including Government restrictions, severe weather, flooding, fire risk, site closure or safety concerns, you will be offered either:

- a full refund; or
- an alternative booking date, subject to availability.

5. Arrival and Departure

5.1 Camping pitches are available from 2pm onwards on your arrival day.

5.2 Pitches must be vacated by 10am the following day.

5.3 Late arrivals (after 5pm) should notify Reception where possible.

5.4 Early arrivals cannot be guaranteed.

5.5 You are welcome to arrive / stay outside of the above mentioned times and enjoy use of the park and facilities

6. Pitch Allocation

6.1 Specific pitches cannot be guaranteed.

6.2 We reserve the right to move bookings to an alternative pitch if operationally necessary.

7. Visitors

7.1 Day visitors are permitted only with prior approval from Reception. One car is permitted per tent on the campsite. Visitor Cars are to park in the public car parks available and normal parking charges apply.

7.2 Visitors must leave the campsite before the published visitor departure time.

7.3 Guests are responsible for the behaviour of their visitors.

8. Dogs

8.1 Assistance & Well-behaved dogs are welcome.

8.2 Dogs must:

- remain on a lead at all times
- never be left unattended
- not cause nuisance to other guests
- be cleaned up after immediately

8.3 Dangerous or aggressive dogs may be refused entry or required to leave.

9. Behaviour

Guests must:

- behave respectfully towards staff and other visitors
- supervise children at all times
- keep noise to a minimum between 10:00pm and 7:00am
- comply with reasonable instructions from staff

The following are prohibited:

- anti-social behaviour
- excessive noise
- illegal drugs
- abusive, threatening or violent behaviour
- dangerous conduct
- fireworks
- Chinese lanterns
- drones without prior written permission
- generators unless specifically authorised

Anyone failing to comply may be required to leave immediately without refund.

10. Vehicles

10.1 The campsite speed limit is 5 mph.

10.2 Vehicles must only be driven by appropriately licensed drivers.

10.3 Vehicles must be parked only in designated areas.

10.4 Commercial vehicles may only enter with prior approval.

10.5 Electric vehicles must only be charged using designated charging facilities where provided and normal parking fees will apply.

11. Campfires and BBQs

11.1 Ground fires are prohibited.

11.2 BBQs must be raised off the ground.

11.3 Disposable BBQs must not be placed directly on grass.

11.4 BBQs must never be left unattended.

11.5 Fire pits are permitted only where specifically authorised.

11.6 The use of campfires, fire pits and BBQs may be restricted or prohibited at any time due to adverse weather, increased fire risk or other health and safety requirements.

13. Safety

Guests must:

- familiarise themselves with fire points and emergency procedures
- follow all fire safety instructions
- report accidents, incidents or hazards immediately
- comply with instructions given by staff during emergencies

Children must be supervised at all times.

14. Lakes and Water Safety

14.1 Dinton Pastures contains lakes and areas of open water.

14.2 Swimming, paddling and entering the water are prohibited except during authorised activities operated by approved providers.

14.3 Fishing is permitted only where authorised and subject to any required permits. - [Fishing Rules, Charges and Waiting lists](#)

14.4 Water sports and recreational activities may only take place through approved operators. - [Dinton Activities for Everyone](#)

14.5 Guests use waterside areas entirely at their own risk.

14.6 Children must be supervised at all times around water.

15. Waste and Recycling

Guests must:

- dispose of rubbish using the facilities provided
- separate recyclable materials where required
- leave pitches clean and tidy upon departure

15.2 Bulky waste must not be left on site.

16. Damage

16.1 Guests are responsible for any loss or damage caused by themselves, members of their party or their visitors.

16.2 We reserve the right to recover reasonable repair, replacement or cleaning costs.

17. Lost Property

17.1 Lost property will be retained for a reasonable period.

17.2 Reasonable administration and postage charges may apply to returned items.

18. Liability

18.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or any liability that cannot lawfully be excluded.

18.2 Subject to clause 18.1, Dinton Pastures Camping shall not be liable for:

- loss or damage to personal belongings
 - damage to vehicles, camping equipment or other property
 - losses arising from circumstances beyond our reasonable control
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19. Complaints

19.1 If you experience any issues during your stay, please notify Reception immediately so that we have the opportunity to resolve the matter.

19.2 Complaints made after departure may limit our ability to investigate.

20. Privacy

20.1 Personal information supplied during the booking process will be processed in accordance with our Privacy Policy and applicable UK data protection legislation.

21. Amendments

21.1 We reserve the right to amend these Terms and Conditions where reasonably necessary, including to reflect changes in legislation, operational requirements or health and safety guidance.

Additional Conditions

22. Wildlife and Environmental Protection

22.1 Dinton Pastures is a country park containing valuable wildlife habitats.

22.2 Guests must not:

- disturb wildlife
- feed wild animals or birds
- damage trees, plants or habitats
- remove natural materials from the site
- attach ropes, hammocks or equipment to trees without permission

22.3 Any environmental damage caused may result in removal from site and recovery of associated costs.

23. Alcohol and Substance Use

23.1 Alcohol may only be consumed by persons aged 18 years or over.

23.2 Guests must consume alcohol responsibly.

23.3 Excessive drunkenness, disorderly conduct or behaviour causing nuisance to others will not be tolerated.

23.4 The possession, use or supply of illegal substances is strictly prohibited and may result in immediate removal from site and notification of the police.

24. Group Bookings

24.1 Group bookings may be required to nominate a responsible group leader aged 18 years or over.

24.2 The group leader is responsible for ensuring compliance with these Terms and Conditions.

24.3 We reserve the right to apply additional conditions to group bookings.

24.4 Security deposits may be required for certain group bookings.

24.5 School, youth and organised groups must maintain appropriate safeguarding and supervision arrangements at all times.

25. Quiet Hours

25.1 Quiet hours operate between 10:00pm and 7:00am.

25.2 Guests must keep noise to a minimum during these hours.

25.3 Amplified music, speakers and public address systems are not permitted without prior written approval.

26. Cycling and Shared Use Areas

26.1 Cyclists must follow all signage and share pathways responsibly with pedestrians and other park users.

26.2 Cycling may be restricted in certain areas of the park.

26.3 Bicycles are brought on site entirely at the owner's risk.

27. Commercial Activities and Photography

27.1 Commercial activities, sales, promotions, photography, filming, drone operations or organised events require prior written permission.

27.2 We reserve the right to stop any unauthorised commercial activity.

28. Weather and Emergency Closure

28.1 We reserve the right to suspend, restrict or close the campsite due to severe weather, flooding, fire risk or other safety concerns.

28.2 Guests must comply with all instructions provided by staff during emergency situations.

28.3 Where necessary for health and safety reasons, guests may be required to vacate the site.

29. Environmental Responsibility (Leave No Trace)

29.1 Guests are expected to minimise their environmental impact during their stay.

29.2 Guests must:

- dispose of waste responsibly
- respect wildlife and habitats
- avoid unnecessary damage to vegetation
- leave pitches clean and free from litter

30. Event Camping Conditions

30.1 Where camping forms part of an organised event, guests must comply with both these Camping Terms and Conditions and any specific Event Terms and Conditions.

30.2 Event wristbands, tickets or accreditation must be produced upon request.

30.3 Failure to comply with event rules may result in removal from the event and campsite without refund.

30.4 The campsite operator reserves the right to refuse entry to any person whose conduct, behaviour or condition may compromise the safety, comfort or enjoyment of others.