



Camping New Forest General Terms and Conditions

How These Terms and Conditions Apply to Our Contract:

We consider these Terms and Conditions (the "Terms") and our prices to set out the entire agreement between you and us for the supply of our services to you. Only these Terms shall apply to our contract with you.

Please check that the details in these Terms and conditions and your Booking Request are complete and accurate before you commit yourself to the contract.

If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we can only accept responsibility for statements and representations made in writing by our authorised employees and agents.

Please ensure that you read and understand these Terms before you submit your Booking Request. You may only request a booking if you agree to these Terms. By submitting a Booking Request by any means of communication, you are deemed to have accepted these Terms. This does not affect your statutory rights as a consumer.

Camping in the New Forest Limited, trading as Camping New Forest (referred to as "CNF/we/our/us") sells camping and caravanning holidays via www.campinginthenewforest.com (the "Website"), via its call centre, via email requests, via postal requests and takes bookings direct at the Camping New Forest Sites (the "Site(s)/Campsite(s)"). Any person wishing to make a booking via any of these methods (referred to as "you/your/customer") acknowledges that such booking is made subject to these Terms.

We reserve the right to modify or update these Terms and Conditions at any time. Any such changes will take effect immediately when posted on our Website, in the brochure, at the Sites, or otherwise brought to your attention. It is your responsibility to review these Terms periodically for changes and read the Terms each time you submit a Booking Request. Any such request and/or continued use of our services after any modifications to these Terms shall signify that you have consented to the changes. A copy of the most recent set of Terms is available on the Website and upon request.

In addition to these Terms, there may be specific rules and regulations that apply to individual Sites. Please contact the relevant Site Manager in advance of your arrival if you require further details of any Site-specific rules and regulations.

Making a Booking:

You can either book online, via our Contact Centre or direct with the Site. Please have details of all party members when making a booking. Please check your confirmation as Camping New Forest cannot be held responsible for errors in information provided at the time of booking.

When making a booking you agree that you or at least one member of your party is eighteen (18) years or over (or twenty-one (21) at Holmsley Campsite), you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions, and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.

Under eighteens (18's) must be accompanied by their parents or legal guardians, or if with another adult, provide a letter of consent detailing the permissions given, contact details and any other relevant information, e.g. medical.

All of our Campsites welcome adults, children and infants, except Longbeech, which is adults only. Bookings with children will not be possible on this Site and only adults will be permitted to visit.

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Advance bookings may be subject to minimum stays. These vary by Site and by season, please refer to our website for further details.

A security bond of £50.00 per pitch for groups of three units or more may be requested upon arrival, at the Site Manager's discretion. Refusal to pay the bond may mean the booking is cancelled and money refunded less deposit. The payment will remain pending until a day after departure, when it will be released or retained because, in the opinion of the Site Manager, you have displayed unreasonable behaviour (this includes but is not limited to, excessive noise, wilful damage to the Site or other people's property and abuse of our staff).

For groups, the names of all the adults in the party need to be provided at the time of booking. Failure to provide all the names may lead to the booking being cancelled or the Site Manager refusing entry to the Site.

Group bookings of over ten units must be booked directly with the Campsite, or with the call centre and are subject to availability and conditional use.

On all our Sites, the maximum stay allowed is 21 days, after which time your pitch must be vacated for an interval of at least 3 nights before you can return to the same Site.

All Sites are to be used for recreational camping only.

Backpackers are entitled to a discounted rate when booking in person at the Site reception. We always retain space for backpackers. Please note that bookings made online in advance at the standard rate are not eligible for refunds or partial reimbursement. For the purposes of this policy, a backpacker is defined as a camper who arrives at the Site on foot or by bicycle. Individuals arriving by, or being dropped off by, a motor vehicle do not qualify as backpackers.

Prices:

The prices advertised are accurate at the time of booking. Although prices may vary from time-to-time, the price payable is the price confirmed at the time of booking. Camping New Forest reserves the right to increase or decrease prices. Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time. Customers are advised to check our website, social media accounts and newsletters for the most up to date information including our latest promotions, deals and discounts.

The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate.

Prices do not include any additional services, features and facilities unless expressly stated.

Pitch prices includes up to two adults and two children aged 6-17 years old. Extra adults and children can be added to your booking up to a maximum of six people on one pitch. Children aged five years old and under stay for free, however they do count as part of the party for all other purposes. For parties larger than six people, multiple pitches must be booked.

Promotions, deals, or discounted offers are provided at the discretion of Camping New Forest. All offers are subject to availability, cannot be used in conjunction with any other offer or discount and may be withdrawn at any time. Retrospective refunds are not permitted against any offer or promotion advertised, therefore if the price of a holiday is discounted after your booking has been made, you will not be entitled to any form of refund in regard to the difference in price.

Payment:

Payment for bookings must be made by credit or debit card. Unfortunately, we cannot accept payment by cheque or cash in advance or on-Site.

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A non-refundable deposit of 25% of the total price or £20.00, whichever is higher, is due at the time of booking with the remainder due 14 days before arrival. If the total price is less than £20.00, the full amount must be paid.

Bookings not fully paid by the due date may be cancelled by CNF, with all monies retained. It is your responsibility to make payment using the link or phone numbers provided.

All Sites accept Credit, Debit and Travel Cards that display a Visa or MasterCard logo (with the exception of American Express Cards). Camping New Forest Campsites do not accept cash.

Services, Features and Facilities:

Site services, features and facilities may vary between Sites. Details of Site services, features and facilities will be prominently displayed on the Website and in and around the reception area of each Site. Features, facilities, or services referred to in any Brochure, Site Leaflet or on the Website are subject to availability and may be supplied by third parties. You use these services, features and facilities at your own risk and Camping New Forest shall have no responsibility for loss, damage, or injury in relation to any services, features or facilities provided or supplied by third parties.

Information about features, facilities, and services at your holiday Site, is, to the best of our knowledge and belief, accurate at the time of publication of the brochure and Website, however Camping New Forest cannot guarantee that these services, features and facilities will be available during your holiday.

All information on the website regarding prices is accurate as at the time of publication but may be subject to change.

We reserve the right to open and close sections of the Campsites, to aid in preservation, rotation, and demand. If there is a particular area you would like to pitch on, it is recommended contacting the campsite prior to arrival to check possibility and availability.

Cancellation and Changes:

Our Right to Cancel:

We may exercise our discretion and cancel the contract for any Services and products at any time with immediate effect, including if you are in breach of the Site policies.

Once a booking is confirmed, our cancellation policy applies immediately and remains in effect regardless of the time elapsed since booking. Therefore cancellation fees will be applicable even if a cancellation request is made a short time after the booking date. We encourage all customers to review our cancellation policy carefully before confirming their reservation.

If your booking was made more than 14 days before the arrival date, you may cancel and receive a full refund, if requested by the same time on the next business day after booking. Cancellations made after this period will forfeit at least the deposit already paid.

Days to Arrival Refund Amount:

15+ days – Amount paid, less deposit

0-14 days – No refund

Chargeable pitch extras are fully refundable prior to 14 days of arrival, and non-refundable thereafter.

We strongly recommend that you have holiday or travel insurance to protect your booking in case of unexpected illness or other reasons preventing you from attending. If you need to cancel your booking and do not have insurance, unfortunately, we cannot provide a refund. You may need to claim any losses through your insurance provider. Please ensure you have suitable coverage for

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cancellation or financial loss.

If you leave Site early for any reason Camping New Forest will not issue any refund for unused camping nights.

If you wish to amend your booking, you must notify Camping New Forest as soon as possible. Subject to availability, amendments to your booking can be made up to seven days before your arrival at the Site, unless the amendment increases the total cost of the booking and the dates remain. One amendment to each booking can be made free of charge and a non-refundable £10.00 administration fee per amendment will be applied thereafter. Amendments are subject to availability and date changes must be within the same season. Bookings with amended dates remain subject to the refund policy, based on the earliest original or amended arrival date within the history of the booking.

Bookings may be transferred to another person or party, but this can only be amended by the lead booker with the new details to hand. This will incur the administration fee of £10.00 regardless of when the change is made. All location and date details must remain unchanged and are not permissible to further amendments.

Unfortunately, in some circumstances Camping New Forest may have to cancel your booking. In these circumstances we will offer you a full refund of any pitch fees paid or the option of an alternative pitch/Campsite of a comparable standard for the same price as your original booking. Alternatively you can change to a different pitch/Site of your choice with you paying any additional cost or receiving a refund in respect of a price difference. No other compensation is available.

Pitches and Units:

One unit is permitted per pitch.

The price of your pitch is as detailed at the time of booking on our website. The prices for additional extras and services are also contained within our website.

Unit:

A unit is a tent, trailer/roof tent, caravan, campervan (including conversions), motorhome, or RV, used as sleeping accommodation, and one car/motorbike. Where a towing vehicle can also be used as sleeping accommodation, it cannot be sited on the same pitch as the main unit. Bivvy bags are not suitable for our sites, so will not be permitted. You may have one Pup tent and one toilet tent included in the price. A motorhome may tow a car with an A-frame; however, transporting the car on a trailer with wheels will deem the trailer to be a chargeable pitch extra. The main unit and all ancillary units must fit within the pitch boundary, including guy ropes.

A maximum of one windbreak per pitch is permitted subject to the Site Manager's discretion and Site conditions and only whilst the unit is occupied. It must be open-ended, so to not create a corral.

Any unit which exceeds 9m must be booked directly with the Site to be certain that the unit can be accommodated. This will incur an additional charge of £10 per night.

Pitches:

- **Standard Pitch:**

Pitch size: Up to 9m x 9m (Setthorns, up to 8m x 5m)

An undefined grass pitch or a hardstanding pitch. One unit and all ancillary items must fit within the pitch boundary, including guy ropes.

- **Standard Pitch with Electric Hook Up:**

Pitch size: Up to 9m x 9m (Setthorns, up to 8m x 5m)

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A grass or hardstanding pitch with electric hook-up. An electric pitch may be on grass or hard standing. One unit and all ancillary items must fit within the pitch boundary, including guy ropes.

- **XL Hardstanding Pitch (Setthorns):**

Pitch size: Up to 10.5m x 7.25m

An extra-large pitch with electric hook-up and a picnic bench. One unit and all ancillary items must fit within the pitch boundary, including guy ropes.

- **Select Pitch (Setthorns):**

Pitch size: Up to 9m x 5m

A specially selected pitch positioned with prime location on the Campsite. Includes electric hook-up and a picnic bench. One unit and all ancillary items must fit within the pitch boundary, including guy ropes.

- **Select Pitch (Holmsley):**

Pitch size: Up to 10m x 10m

A large grass pitch with electric hook-up, and a picnic bench. One unit and all ancillary items must fit within the pitch boundary, including guy ropes.

Pup Tent:

One Pup tent for children is included in the price of a unit. It must be the maximum of a two-man tent and no larger than 2m x 1.5m. Pup tents may only be used by up to two children from 9 to 17 years and the tent must be erected in the boundary of the pitch of the accompanying unit. A pup tent can be in addition to payable extras, as long as all ancillary units fit within the pitch boundary.

Chargeable Pitch Extras:

The unit and all pitch extras must fit within the boundary of the pitch booked. If the unit and all extras exceed the pitch boundary an additional pitch must be paid for. Prices for pitch extras are indicated when making a Website booking. Pitch extras can be paid for at the time of booking or on site, but we cannot guarantee that there will be space. Site managers reserve the right to ask you to remove any windbreaks, gazebos, or any other pitch extras for good reason. Individual Site rules may apply.

The following extras are chargeable and must be pre-booked:

- Awning – One per pitch, must be attached and no larger than the width or length of the unit. Roll-out canopies are not chargeable.
- Annex – One per pitch, in addition to an awning. It must be attached and not exceed the pitch boundaries.
- Trailer – Excluding trailer tents. Cannot exceed the pitch boundaries. A-frames without wheels, used for towing vehicles, are exempt from charge.
- Additional vehicle – A maximum of two vehicles are allowed per pitch, permitted they fit within the pitch boundaries. The first one is free; the second will be charged.
- Small Storage Tent – One per pitch, to be used for storage only and not used as accommodation. Maximum size 2m x 1.5m.
- Gazebo or Storage/Communal Tent – One gazebo or a large storage/communal tent is permitted as a chargeable extra and can be up to 3m x 3m. All gazebos and storage/communal tents are subject to Site manager approval regardless of whether they are pre-booked and must not be used as sleeping accommodation.

Glamping:

Glamping units must be left in a clean and tidy condition when departed. All items provided must remain within the unit and any damages or losses reported to reception as soon as possible.

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Crockery and cutlery are to be cleaned by the customer, using any resources provided. Occupancy is dependent on the unit size and is advised upon booking.

A mandatory security bond of £50.00 per booking for glamping units will be requested upon arrival. The payment will remain pending until up to 48 hours after the departure date, when it will be released or retained following inspection of the glamping unit and its contents. Reasons for retention of the bond include, but are not limited to, damage to the units or contents, missing contents, and the requirement for extensive cleaning. Depending on the cost of the issue, it may be necessary to invoice for the difference. Refusal for the bond to be held may result in the booking being cancelled, with any money paid retained by CNF.

Vehicle Conversions:

We do not accept sleeping in cars, unconverted vehicles, goods vehicles, or temporary setups (such as loose mattresses or non-permanent ventilation).

Staying overnight in vans, or other converted vehicles, is permitted but the unit must meet strict criteria.

The vehicle must:

- be designed as living accommodation;
- have a fixed, or purpose-built bed with mattress;
- include built-in, uninterrupted, all-weather ventilation (opening windows or doors does not qualify);
- include drop-out vents if a gas system is installed;
- emergency exit/entry from the living compartment through front, side or rear windows;
- have adequate curtains or blinds to ensure privacy.

These requirements ensure safety, comfort and compliance for all guests. Inability to meet these criteria will result in the customer being unable to access CNF Campsites, with no refund due. Please check your vehicle is compliant before travelling, to avoid being turned away. If you are in any doubt whether your vehicle will be permitted on our Sites, please email us with photos of your conversion for approval.

A tent attachment for clothes changing purposes must be erected whenever a vehicle is being used for sleeping purposes and there is insufficient space for this purpose. A toilet tent must also be used where space is unavailable internally, and there are no facilities on Site.

Although we may approve a vehicle to stay on one of our Campsites, we are not confirming the safety of the vehicle, nor hold any responsibility for the safety of the occupants. Certificates of gas safety or insurance may be requested where deemed necessary by Site staff.

Sign written vehicles are permitted on Site for towing, provided customers are not trading or working from Site, however you may be asked to park your vehicle away from the pitch. We do not allow horse boxes to be present on your pitch unless they are fully converted and unable to house animals. Ladders that are not specifically used for unit access are not permitted, although may be stored at reception during your stay.

Arrival and Departure:

It is important that you report to the Site Reception upon arrival.

Arrival times on-Site are from 1pm until 8pm or dusk, whichever is earlier. If you wish to arrive before 1pm, please ring the Site Team on the morning of your arrival and they will do their best to accommodate your request, although this cannot be guaranteed. There is a charge of £5.00 for arrivals before 1pm.

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If you are likely to arrive after these times, please ensure you inform the Site Team. If we are not notified, your pitch will be held until 12pm the day after your arrival, after which it will be put up for re-sale and your booking treated as a cancellation with your monies retained by Camping New Forest.

Glamping arrival is from 3pm.

You can make bookings on our website until 5pm, or by phone or in person until 8pm or dusk in the winter, on the day of arrival, depending on availability.

Pitches must be vacated by 11am on the day of departure unless otherwise agreed with the Site Team. Late departures must be agreed in advance by the Site Team and are subject to availability and a charge of £5.00 per pitch. Pitches can only be extended until 5pm.

Permits:

Using Camping New Forest Campsites is only possible with display of a valid permit. Permits will also be given for vehicles and accompanying extras. These are to be collected at reception upon arrival and displayed at all times whilst on the campsite. Wardens may approach a pitch to check permits at any time, or ask for them to be produced or purchased if absent.

Pitching

For fire, safety and privacy reasons, there must be a distance of no less than six (6) metres between units and no less than three (3) metres between any ancillary items (such as cars, gazebos, or pup tents) and any adjacent unit(s). Items on the same pitch should be placed as close to the main unit as reasonably possible. The 'six-metre gap' is to be measured edge-to-edge, including guy ropes and awning extensions.

Depending on the area or layout of the Site, there may also be specific pitching arrangements that must be followed, as indicated by Site staff or written information.

Gate Times:

For safety and security, we lock the gates on all Sites overnight. The gates are open from 7:30am until 10pm.

If access is required due to blue-light emergencies, the Campsite wardens are to be contacted using the out-of-hours procedure; usually a phone number or intercom. Texts, emails, voicemails and social media are not monitored overnight.

Requesting gate opening for anything other than a blue-light emergency will incur a charge of £50.

Visitors:

Visitors are welcome on Site, but we ask that there are no more than two adult visitors (and any associated children) per pitch at any one time. Any visitors will need to depart by 10pm. We ask that visitors remain respectful of other customers whilst on Site and that large groups do not gather. Visitors are bound to the general Site Terms and conditions and are under the responsibility of the pitch holder(s). A day visitor charge of £5.00 per car will apply on arrival at the Site. Only one visitor car is permitted per pitch, and only if space on the pitch is available. Longbeech is an adult Site only, so cannot have children visiting.

Vehicles:

Vehicles on Site must adhere to the highway code and driving laws whilst on Site. This includes abiding by speed restrictions and using roads and tracks where possible. Driving on Site is not permitted between 10pm and 7:30am and children or unlicensed drivers must not be behind the steering wheel of a moving vehicle at any time. Unnecessary idling or revving of engines is prohibited.

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Management and Behaviour on Site:

Our Site Managers and their Teams are fully empowered in all aspects of Site operation and management. Camping New Forest fully supports its Site Managers and Teams in dealing with matters of policy at their sole discretion when the need arises. In placing a Booking Request you agree that you and your party will at all times comply with the requests of the Site Managers and their Teams. As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the Site.

Please respect the staff, other customers, the Site, and the wildlife. Any issues should be brought to the attention of the Site Manager as soon as possible, in order to be resolved. Any violence, aggression or abuse directed towards our staff will not be tolerated. Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness. We also consider swearing, inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations, to be abusive behaviour.

Alcohol and drug misuse is not tolerated. Issues arising, including illegal drug use, may result in removal from Site and/or refusal of future visits.

Any wilful damage to the Site or any other Camping New Forest property will result in you being asked to immediately leave the Site. Our customers visit our Sites to enjoy the peace and tranquillity of the Forest. To respect the enjoyment of others, we ask that noise levels are kept to a respectable level throughout your stay. No loud music is allowed on Site at any time. If anyone does not respect these terms, the Site Manager and their Team reserve the right to refuse admission or ask them to leave the Site at any time, with no money returned.

The Site Manager possesses the discretion to ask any customer for a security bond of £50.00 per pitch, regardless of party size and without explanation. A refund in full will be processed at the end of your stay unless, in the opinion of the Site Manager, you have displayed unreasonable behaviour (this includes but is not limited to, excessive noise, wilful damage to the Site or other people's property and abuse of our staff).

Dress Code

To ensure a comfortable, respectful and family-friendly environment for all, appropriate clothing must be worn at all times in public areas of the Site. Nudity is not permitted in any public area or where it may be visible to others. When moving between units and facilities, you are expected to be appropriately dressed and not simply wrapped in a towel or similar covering. Tops and footwear must be worn in the shop, reception and all other indoor communal areas. The Site reserves the right to request that any person who is not suitably dressed changes or covers up before entering shared spaces.

Leisure Items:

Bicycles, scooters, trikes, quads and other wheeled items, non-motorised or motorised, including electric, are permitted on the Campsites. The Campsites are public land, so users must be competent and have relevant licences and insurances in place where necessary. Site wardens may ask to see evidence of documentation and can restrict or prohibit use at any point. Speed limits must be adhered to and roads and tracks followed where provided.

Sporting and leisure items, such as swingball, football goals, badminton nets and swings may be erected but only when in use. They must be dismantled or stored away between use to prevent trapping of forest animals.

Ball games are to be played away from potential damage to units and annoyance of others. You

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may be asked to move elsewhere or stop if issues persist or are likely.

Damage to Company Property:

Any damage caused by individuals to company property, purposefully or accidentally may be invoiced to the person(s) or lead booker(s) for repair or replacement. Any behaviour causing undue mess will also be bound to this condition.

Forest Preservation:

No structures can be tied or secured to trees or vegetation, this includes washing lines, football nets, hammocks, and rope swings. Any structures that are or are judged to be causing damage to the Site will be taken down or removed. The Site Team reserve the right to do so without prior consent and wholly at the Site teams' discretion. No fireworks or flying drones. No climbing trees or building dens – please leave wood on the ground, it is part of the natural ecosystem of this unique landscape.

To maintain standards for all, customers are not allowed to personalise their pitch in any way. There can be no boundary fences, planting of flower boxes, birdfeeders, nor installation of any flooring other than ground sheets. Flags are permitted, so long as they are not likely to cause offense, such as being extreme, political, advertising, or altered country flags.

Waste:

Pitches must be left in a clean and tidy condition during use and upon departure. No litter or items are to be left, otherwise this may result in disposal charges and future refusal of visits. If items have been left outside an unoccupied unit, Campsite staff may access the unit to place these inside, but will not enter. No household items, including camping equipment, are to be placed in or near our waste bins, or elsewhere on Site.

Please use the waste bins for the purposes they have been provided; typically food, glass, dry mixed recycling and general waste. If a particular bin is full, another should be sourced and waste not left on or around the bins. Do not put anything in the bins other than permitted by signs and information. Household items, including camping equipment, are not to be disposed of or left on site, otherwise customers will be charged for disposal.

Waste water of any type from units is not to be emptied onto the forest floor, including roads or tracks. Disposal points are prominent on the Campsites and must be used, or waste fluid taken away upon departure.

Post and Deliveries:

We will not accept letters, parcels, or other deliveries at the Campsites for customers. We advise the utilisation of local delivery and collection points.

Fires and Barbeques:

To protect our forests, the burning of wood is strictly prohibited. This means no open fires, no campfires, and no fire pits of any kind. Other naked flames are also not permitted, for example but not limited to; candles, paraffin/citronella torches, lanterns and chimineas.

Charcoal and gas barbeques are allowed on our Campsites for cooking purposes only, provided they are raised off the ground and not used inside enclosed spaces. Compacted wood, coffee, or maize logs or briquettes are not permitted due to potential misperception that wood burning is allowed. Barbeques must be extinguished by 9pm or dusk, whichever is later. DISPOSABLE BARBEQUES ARE PROHIBITED ON ALL SITES.

Campsites are managed and patrolled, and have fire measures and equipment in place, to minimise fire risks. Camping New Forest reserve the right to ban barbeques on the Sites when the New Forest is deemed to have a high fire risk.

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Please note, whilst barbeques are permitted on our Campsites, they are not permitted anywhere else on the New Forest Crown Lands.

Fire extinguishers are placed in strategic locations around each Campsite for your safety. These are available for use by staff and customers in the event of an emergency, but only if trained and it is safe to do so. Please advise us if you do use an extinguisher so we can ensure they are refilled. Use of extinguishers without legitimate reason may result in being asked to leave the Site and an invoice raised for refilling costs.

Dangerous Inflammable Goods and Gas Bottles:

Only gas bottles that fit in the caravan gas locker are permitted. No other goods of a dangerous or flammable nature may be left in or near an unoccupied unit. Where it is necessary to keep a gas cylinder outside of a unit's locker, for example where an old caravan does not have a purpose-built locker, the permitted maximum size is limited to 15kg. The cylinder must be strapped securely to the unit and connected with a short proprietary hose in good condition and not be under any strain or vulnerable to strain.

The practice of using an external cylinder to feed into the caravan system via a barbeque outlet is not permitted irrespective of the size of cylinder.

Generators:

Fuel-driven generators are permitted on all our Sites except Aldridge Hill, Denny Wood, Longbeech and Matley Wood. They must only be charging between times of 11am-1pm, be silent-running (no louder than 85db at 1m) and positioned on or in something to prevent spillage contamination. If spare fuel is required, it must be held in a single jerry can and secure within a unit/vehicle on Site. Generators are to be charged outside, with exhausts pointing away from customers. Staff reserve the right to ask for generators not to be used at any point.

Electrical Connections:

Leisure batteries are permitted on our Sites. There may be charging facilities available, but CNF hold no responsibility for loss or damage whilst in our care.

Electric hook-up (EHU) is available on certain Sites, pre-booked depending on pitch type. These provide either a 10A or 16A 230V supply, so excessive use may trip the system or reduce the power. We assess the EHU points on a regular basis, but you are responsible for the safety of your hook-up extension lead and your unit's electrical installation. If we feel that any electrical equipment does not conform to safety standards or is connected to the supply in an unsafe manner, we will disconnect the camping unit. You must use a purpose-built lead with weather-proof connections and a recommended length of 25m, fully uncoiled during use. Splitters are not permitted under any circumstances.

If camping in a tent, a mobile mains power unit must be used. This is to contain a Residual Current Device (RCD) and Miniature Circuit Breaker (MCB) to protect from overload and unsafe connections.

Toilets:

For Campsites with no toilet facilities, you must bring your own liquid chemical toilet (not bagged/composting). One is required per pitch (unit) and shall not be shared between pitches. A separate toilet tent is also required if a toilet is not part of a caravan/campervan, or if camping in a small tent or vehicle. Not following these rules will result in refused entry to the Campsite, as this will be checked upon arrival.

Water Courses:

There are various water courses on and around our Campsites. We do not provide supervision for people in or around these areas but do install warning signs and safety equipment where deemed

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necessary. This may include prohibition of access due to potential water depth, disease, and dangerous conditions.

Dogs:

Dogs are welcome on our Sites except Ashurst and Denny Wood where only assistance dogs are authorised. For the safety of all customers and staff, dogs listed under the Dangerous Dogs Act 1991 are not permitted on our campsites under any circumstance. Dogs must be kept on leads and any fouling must be collected and disposed of properly. A maximum of three dogs per pitch are allowed on-Site. External corrals/pens/cages/fences of any type are not condoned but dogs can be tethered as long as they cannot exceed the pitch boundaries. Dogs should not be left unattended on a Site at any time, including within the unit. If there is an incident on-Site involving your dog, including aggression, or excessive barking or noise, you may be asked to leave the Site immediately.

Other Pets:

Cats are permitted on the Sites, although are bound to the same conditions as dogs. Small pets are also authorised so long as they are kept within the unit. Outside runs for guinea pigs, rabbits, etc., are not condoned due to the risk of escape, possible spreading of disease and change of habitat structure. Birds are prohibited and must not be brought onto Site. All pet waste must be bagged and put in general waste bins.

Forest Animals:

We work closely with Forestry England, the New Forest National Park Authority, and the New Forest Commoners. There are strict rules that prohibit feeding any wild animals and grazing livestock. This includes bird feeders and tempting squirrels. Ponies and donkeys will sometimes come close to customers. Please keep your distance and do not pet them, as they can become a nuisance or even be aggressive. The Site Team are to be contacted in the event problems are experienced with any of the animals.

Due to the nature of our Sites, wild animal waste is prevalent and part of the forest ecosystem. It is not the responsibility of the Campsite to remove animal waste.

The New Forest Code:

Whilst visiting the wider New Forest, we kindly ask all our customers and visitors to abide by The New Forest Code set out by the New Forest National Park Authority:

- Keep your distance from the animals – don't feed or touch them*
- Take home litter and dog waste
- No fires, stoves or barbecues*
- Keep dogs under control. Don't let dogs approach or chase any animals
- Park only in car parks
- No wild camping
- Stick to the permitted cycle tracks
- Drive with care – animals on the road!
- Help wildlife by keeping to the main tracks.

*Failure to comply may result in a fixed penalty of £100 or being taken to court and a fine of up to £1,000.

More details on their website: <https://www.newforestnpa.gov.uk/visiting/help-care-for-the-forest/new-forest-code/>

This code is to help both us and our visitors to help preserve the New Forest's animals, plants, and natural beauty.

Complaints:

At Camping New Forest, we strive to give customers the highest standard of service. Very

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occasionally things might not go to plan, and we may not live up to your expectations.

If you are unhappy with anything at all we ask you to bring it to our attention straight away by contacting the Site Manager. They will make every effort to resolve the issue.

If you remain dissatisfied, we will refer your complaint to our Customer Care Team, or you may contact them directly:

Customer Care Team
Camping New Forest
New Park
Brockenhurst
Hampshire
SO42 7QH

Online: [Feedback and Resolution Form](#)

1. Formal complaints can be made by the Lead Customer by sending a letter to the Customer Care Team or by completing the online form, detailed above. Please ensure you provide the following details, or we will not be able to process your complaint:
 - Booking name & reference number, phone number and email address
 - Full details of the problem, and how and when it occurred
 - How it has affected you
 - What you consider should be done to put things right.
2. We will acknowledge your complaint within two business days of receipt.
3. We aim to fully investigate your complaint within ten working days, and in a fair and transparent manner.
4. We will provide you with a response that outlines our findings and any actions that we consider appropriate. Wherever possible, we will resolve the matter to your satisfaction.
5. If escalation is required due to dissatisfaction with our initial response, we will refer your complaint to the relevant person. The complaint will be investigated further, and a definitive response given within ten working days. Although, escalation may not alter the original outcome, we are committed to addressing your concerns thoroughly.
6. Further escalation is only permitted in exceptional circumstances, which can be advised upon request.

We ask you to note that if you do not give us the opportunity to resolve the problem by reporting it on-Site, we may not be able to deal with any complaint on your return and your rights to claim may be reduced or forfeited.

Data protection:

The information taken at the time of booking is required to be collected for the purposes of processing your reservation with Camping New Forest, which is processed through our booking service, GemaPark. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We will not sell your data or pass it on to third parties. You may receive an email from us or a selected agent, inviting you to complete a questionnaire and review regarding your stay.

By visiting a Campsite, you acknowledge that photographs, video footage, and audio recordings may be captured and used for legitimate business purposes including marketing and promotions in the UK and internationally. If you do not wish to be photographed or filmed, please contact us at

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info@campinginthenewforest.com or inform a staff member at reception on the day; reasonable efforts will be made to accommodate your request. No compensation will be provided for the use of your likeness.

Liability:

Please read this section as it is important that you understand what you are agreeing to.

Nothing in this section limits or attempts to limit our liability for:

- Death or personal injury caused by our negligence; or
- Fraud or fraudulent misrepresentation; or
- Any breach of the obligations implied by Section 2 of the Supply of Goods and Services Act 1982; or
- Losses for which it is prohibited in Section 7 of the Consumer Protection Act 1987 to limit liability; or
- Any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

Subject to the matters detailed above, if we fail to comply with these Terms, we shall not be responsible for any losses that you suffer as a result, except for those losses which we could reasonably foresee would result from our failure to comply with these Terms.

In addition to the above, we shall not be responsible for any:

- Loss or damage to property
- Loss of income or revenue
- Loss of business
- Loss of anticipated savings
- Loss of data

Our maximum liability shall be no more than to refund the amount paid by you for the holiday.

As our Sites are located in the forest environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

Camping New Forest do not accept responsibility for anything that adversely affects your holiday that is outside of our control. These circumstances are known as 'Force Majeure' events and are circumstances that Camping New Forest could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, a pandemic, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Camping New Forest will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to do so and shall not be liable to you for any losses caused by a Force Majeure event.

Reference to any products, services or other information belonging to third parties does not imply or constitute an endorsement, sponsorship, or recommendation by Camping New Forest. Links to other services not operated by Camping New Forest are provided solely for your convenience. Camping New Forest accepts no liability for any products services or other information provided by third parties.

Other Important Information:

Any photographs, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogue, or brochures or on our website, are issued or published solely to provide you with an approximate idea of our Sites and services. They do not form part of the contract between you and us.

If any court or competent authority decides that any of the provisions of these Terms are invalid,

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unlawful, or unenforceable to any extent, the Term will, to that extent only, be severed from the remaining Terms, which will continue to be valid to the fullest extent permitted by law.

If we fail at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. Any waiver of a default by us does not mean that we will automatically waive any subsequent waive by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.

You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms.

These Terms and any non-contractual obligations relating to these Terms shall be governed by and interpreted in accordance with English law. You and we both agree to the exclusive jurisdiction of the English courts. This contract shall be concluded in the English language.

If you wish to contact Camping New Forest, please use the following address: Camping New Forest, New Park, Brockenhurst, Hampshire SO42 7QH.

Terms and Conditions - Amended July 2026