



Westleton Road, Darsham, Saxmundham, Suffolk, IP17 3BS

☎ 01728 668555 ✉ [millhillfarmcamping@live.co.uk](mailto:millhillfarmcamping@live.co.uk) 🌐 [www.millhillfarm.net](http://www.millhillfarm.net)

# BOOKING TERMS & CONDITIONS

Please note that by making a booking at Mill Hill Farm Caravan and Camping Park you are agreeing to adhere to these Terms and Conditions and are responsible for ensuring that all members of your party abide by them.

To avoid disappointment, please check that the site terms and conditions meet your requirements before booking. Particularly, arrival and departure times, quiet policies, visitor and multiple booking policies.

## Arrivals and Departures

| Touring  | Pods   |
|--|--|
| Arrival times are between 2pm and 5pm on the day of arrival. | Arrivals are Friday or Monday only.<br>Arrivals are between 4pm and 8 pm |

Press the call button at the entrance barrier to gain access on the day of arrival.

Please do not walk under the entry / exit barriers or tailgate through as this could cause severe injury to yourself or vehicle.

| Touring   | Pods   |
|---|--|
| The arrival team will greet you and show you to your pitch. A refundable £10 cash deposit is required on arrival for your gate access card.<br><br>Arrivals between 5pm and 7:50pm are by prior arrangement only. Your access card will be issued the following morning.<br><br>To avoid disturbance to other campers there is strictly no arrivals after 7:50pm.<br><br>We do not have a late arrivals facility. | Your gate access card and door key will be in the key safe outside the door of your pod.<br>The key code will be sent to you via email 1 week before arrival.<br><br>To avoid disturbance to other campers there is strictly no arrivals after 8:00pm. |

Please do not let other guests in with your card.

Please advise us as soon as possible if you are unavoidably delayed using the mobile phone number on your booking documents.

If your pitch/pod is not claimed by 8pm on day of arrival, we reserve the right to reallocate it.

Morning arrivals are only available by prior arrangement and if the previous night is booked as part of your holiday.



Westleton Road, Darsham, Saxmundham, Suffolk, IP17 3BS

☎ 01728 668555 ✉ [millhillfarmcamping@live.co.uk](mailto:millhillfarmcamping@live.co.uk) 🌐 [www.millhillfarm.net](http://www.millhillfarm.net)

| Touring  | Pods   |
|--|--|
| <p>Pitches must be vacated no later than 11.30am on the day of departure. Gate card deposits can be collected between 8.30am and 11.30am. Please advise reception if you require an earlier departure.</p> <p>Late departures up to 4pm may be possible if the pitch has not been booked out. Please check with reception on the day.</p> <p>Should you wish to leave later than 4pm you will need to add an extra night to your booking</p> <p>Please expect grass pitches to become wet after a period of prolonged rain, or if it rains during your stay. If you book a grass pitch we may move the booking to a hard standing pitch if it is very wet. Refunds will not be given due to wet pitches or poor weather.</p> | <p>Pods must be vacated no later than 10:00am on the day of departure.</p> |

## Bookings / Cancellations

| Touring   | Pods  |
|---|---|
| <p>Payment in full is required at the time of booking.</p> <p>Pitches will be held for 7 days from making an initial enquiry but will be released after this time if payment is not received.</p> <p>In the event of a cancellation more than 7 days before the commencement date we can credit you the value of your stay to use up to 12 months from the date of the holiday, excluding bank holidays.</p> <p>Any cancellations within 7 days of the commencement date will not be credited, including for weather related reasons. No refunds will be given.</p> | <p>£100 deposit is required at the time of booking, or the full amount if the booking is made less than 6 weeks before the start of the holiday. The remainder is due 6 weeks before commencement of the holiday. If the balance is not received by the due date the holiday is cancelled and the deposit will not be refunded. No reminders will be given. It is the responsibility of the booking guest to pay any fees due on time.</p> <p>In the event of a cancellation more than 6 weeks before the commencement date we can refund any deposits paid minus any charges incurred.</p> <p>Cancellations between 6 weeks and 3 weeks prior to the start of the holiday will result in loss of deposit. If the holiday can be re-let the balance may be refunded minus any charges incurred.</p> <p>Any cancellations within 21 days of the commencement date will not be credited and No refunds will be given.</p> |

We recommend that travel insurance is taken out to cover the cost of your holiday in case you need to cancel.

There is a minimum stay of 3 nights over Bank Holidays (May Day 2 nights) and 2 nights during July/August.



**Westleton Road, Darsham, Saxmundham, Suffolk, IP17 3BS**

**☎ 01728 668555 ✉ [millhillfarmcamping@live.co.uk](mailto:millhillfarmcamping@live.co.uk) 🌐 [www.millhillfarm.net](http://www.millhillfarm.net)**

We will endeavour to accommodate requests for specific areas/pitches/pods but due to unforeseeable circumstances cannot guarantee that you will be on a certain pitch.

Fishing is not included in the price. Fishing tickets can be bought at reception.

## Maximum Pitch Occupancy

| Touring   | Pods  |
|---|---|
| Maximum occupancy per pitch is 1 unit accommodating up to 6 people, 3 dogs and 2 cars. This includes day visitors. An awning OR pup tent OR small gazebo may be erected as long as it is totally within the boundaries of the pitch, including guy ropes. | Maximum occupancy per Pod is up to 4 people, 1 dog and 2 cars. This includes day visitors.<br><br>No pup tents may be erected.<br><br>Occupants and a pet are to sleep in Pods only.<br><br>No Pets to be kept in vehicles overnight. |

## Group Bookings

No Group bookings. This means no more than 2 pitches/Pods can be booked together.

Any group booking made by booking individual pitches will be asked to leave the site without refund.

Only single unit bookings will be accepted online over Bank Holiday weekends

No unaccompanied groups of people under 21 years old, except organised D of E groups.

## Day Visitors

Day visitors at management discretion:

| Touring   | Pods  |
|---|---|
| Maximum pitch occupancy of 6 people and 2 cars including day visitors applies and campsite rules apply to all guests. | The maximum occupancy of 4 per pod includes visitors. |

No day visitors where two pitches/Pods have been booked together.

Visitors must be pre-booked and paid for at reception prior to arrival. The campsite and Pods are not a suitable venue for parties.

Day visitor arrivals is between 9am and 12 noon and 1pm to 5pm. Visitors must leave by 8 pm and must be booked and paid for at the prevailing rate prior to arrival. Visitors must report to reception on arrival.

Guests are reminded not to let visitors in with their own key card.

Any campers found to be using their access card to admit any unauthorized visitor to the site are at risk of losing their booking with immediate effect.

The site is monitored by CCTV.

Visitor departures by 8pm.



**Westleton Road, Darsham, Saxmundham, Suffolk, IP17 3BS**

**☎ 01728 668555 ✉ [millhillfarmcamping@live.co.uk](mailto:millhillfarmcamping@live.co.uk) 🌐 [www.millhillfarm.net](http://www.millhillfarm.net)**

## Quiet Times and Radios

Please observe our quiet time between 9pm and 9am; during this time other campers should not be able to hear you. Music should not be heard at any time.

Please respect your fellow campers' peace and privacy by not taking short cuts across their pitch.

## Dogs

Quiet, well behaved, dogs are welcome on site but must be kept on a lead in all areas of the campsite and pod compound.

Dogs should not be taken into the toilet/shower/utility areas, except registered assistance dogs.

Dogs must be kept under control at all times. Please keep to the paths when walking the dog trails.

Please clean up any fouling immediately; numerous dog bins are provided around the site. Pet waste disposal bags are available in the shop if required.

Dogs should not be left unattended or in the care of young children.

One medium sized dog is allowed per pod. Dogs must not be left unattended in the pod or on the decking area and are not allowed on the furniture. If any damage is found or additional cleaning is required, it will incur additional charges.

You may let your dog off on the Wheatear meadow dog walk but they must be kept under control at all times. Please keep to the paths when walking the dog trails.

Please clean up any fouling immediately; numerous dog bins are provided around the site. Pet waste disposal bags are available in the shop if required.

All dog owners please note that persistent/annoying barking or fouling will spoils the holiday for everyone. Anyone allowing their dog to bark persistently or failing to clean up behind their dog will be asked to leave the site without refund.

## Children

For their own safety children under 12 years must be supervised by a responsible adult at all times during your stay, this includes toilets, showers, shop and play area.

It is not safe for children to play around the entrance, reception area, toilets, laundry cabin, roadways and around the lakes, which are very deep.

No Unaccompanied children to sleep in the pods.

Children Under 16 Must be accompanied at all times by paying adult when fishing.



Westleton Road, Darsham, Saxmundham, Suffolk, IP17 3BS

☎ 01728 668555 ✉ [millhillfarmcamping@live.co.uk](mailto:millhillfarmcamping@live.co.uk) 🌐 [www.millhillfarm.net](http://www.millhillfarm.net)

## Ball games

To avoid disturbance to other campers or possible damage to caravans, ball games are NOT permitted around the pitches at any time; a designated play area has been provided but please ensure children are supervised.

Badminton and swing ball may be played on your pitch between 10am-7pm only but please be considerate of your neighbours. Kites should not be flown over the campsite but may be used with care in the dog walking areas.

## Prohibited items

The following items are not permitted anywhere on the campsite: Drones, Water Bombs, Water Slides etc., Fireworks and Sky Lanterns and dogs on the dangerous dogs list.

## Electric Vehicles

Please use the onsite electric vehicle charging point only, this can be accessed at the top of Fairfield Meadow.

No Charging of Vehicles on Pitches or Pods.

## BBQ's and Fire Pits

| Touring   | Pods  |
|---|---|
| BBQ's and fire pits are allowed on site but for safety reasons must be raised off of the ground; we can provide bricks if required. | Please do not smoke or vape in the pods or on the decking.<br>BBQ's and fire pits are provided but for safety reasons must be raised off the ground. Logs may be purchased from reception or you may bring your own<br>Do Not site charcoal BBQs or firepits near the pods or on the decking. |

Logs may be purchased from reception or you may bring your own; please note that foraging is not allowed as it may disturb wildlife. Camp fires are not permitted.

## General

The site is monitored by CCTV.

Organic / formaldehyde free toilet fluid must be used whilst on site to avoid destroying the biomass in the sewage treatment plant. Please empty out any other type of chemical fluid before arrival. Please put wet wipes in the bin not into the chemical waste or toilets.

Site waste bins are for the disposal of bagged general domestic and recyclable waste only. **Disposal of large items such as awnings, groundsheets, furniture, lawnmowers etc. is strictly prohibited.** These items should not be left beside bins and should be taken to a local waste recycling centre. **Anyone caught in breach of this will be subject to a £50 fine.**

Please observe the site speed limit of 5mph.

**The owner accepts no responsibility for personal injury to guests, or loss of, or damage to their property whilst on site. All reservations are accepted on the basis that the guest accepts the Booking Terms and Conditions whether they have read them or not. Failure to follow the terms and conditions may result in termination of your stay, without refund. We reserve the right to refuse admission to the site.**