

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

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.

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 you are deemed to have accepted these terms. This does not affect your statutory rights as a consumer.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately.

Making a Booking

You can either book online, via the telephone or direct with staff on site. Please check your confirmation, as the Woodbridge Inn Pewsey cannot be held responsible for errors in information provided at the time of booking.

Prices

The prices advertised are accurate at the time of booking. Prices can move up or down and the Woodbridge Inn Pewsey reserves the right to do so. Customers are advised to check the website for the most up to date information. Although prices may vary from time-to-time, the price payable is the price confirmed at the time of booking.

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

Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time prior to payment of the final balance.

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

Prices are per person. Extra adults and children (aged 3-15 years old) can be added to your booking up to a maximum of six people on one pitch. Children under 3 years old go free. For parties larger than six people, multiple pitches must be booked.

Group bookings of over five units may be accepted. Please call for details.

Gazebos – Gazebos up to 3m x 3m are classed as a pitch extra and are charged at a rate of £10 per night. Gazebos must be pre-booked on all occasions. Gazebos are not permitted during High and Bank Holiday season periods.

Cars – One car is included in your booking. Additional cars are charged at an extra £3per night.

Payment

Payment for bookings can be made by Credit or Debit Card. Unfortunately, we cannot accept payment by cheque in advance or on-site.

A non-returnable deposit of £20 (or the cost of your booking if lower) is required at the time of booking. This deposit is **non-refundable**. The full balance is payable 1 week prior to the date of arrival, please note that no refunds will be given after this date. To facilitate a quicker check in on-site (particularly during weekends and peak periods) we recommend that you pay in full at the time of booking. You are advised to take out travel insurance to protect your payment in the event of cancellation.

We accept Cash, Credit and Debit Cards

Pitches and Units

The price of your unit is as detailed at time of booking on our web site. The prices for additional extras and services are also contained in our web site.

Grass Pitch (20) – A grass pitch is for a tent, trailer tent, or campervan and one car up to a maximum of 8m x 5m, inclusive of guy ropes. (A motorhome may tow a car with an A – Frame; however transporting the car on a trailer will deem the trailer to be a pitch extra). A trailer as a pitch extra is charged at £5 per day.

Electric Hardstanding Pitch (7) – A hardstanding (gravel) pitch for a trailer tent, caravan, campervan or motorhome and one car up to a maximum of 9m x 5m. Includes electric.

Non-Electric Hardstanding Pitch (8) – A hardstanding (gravel) pitch for a trailer tent, caravan, campervan or motorhome and one car up to a maximum of 9m x 5m.

Vehicle Conversions

Sleeping in cars or vans is not permitted unless the vehicle has side windows and a specially designed internal sleeping accommodation, such as fully reclining seats.

We have a duty of care to ensure units are safe to sleep in prior to allowing on site and may request to check for adequate ventilation of gas and battery installations.

Sign written towing vehicles are permitted on site provided campers 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 or ladders to be present on your pitch.

Cancellation and changes to your booking

Cancellation up to 7 days before arrival

If you cancel your holiday at any point after booking you will lose your deposit already paid. This will be either:

£20, or the total cost of your booking if less than £20.

Cancellation within 7 days of arrival

You will forfeit all money paid. We do not give refunds for cancellations due to bad weather or for any other circumstance outside our control. Please take out holiday insurance.

If you leave site early for any reason we will not issue any refund for unused camping nights.

Unfortunately, in some circumstances we may have to cancel your booking. In these circumstances we will offer you a full refund of any fees paid or the option of an alternative date. No other compensation is available.

If you want to amend your booking, you must notify us as soon as possible. Subject to availability, amendments to your booking can be made up to 7 days before your arrival at the Site. Amendments to bookings are subject to availability and are charged at a £3 admin fee. Your admin fee will also be waived if the overall cost of your booking increases due to the amendment made.

Arrival and Departure

It is important that you report to the bar on arrival, before pitching and pay any outstanding balance on your booking and any additional fees.

Arrival times on-site are between midday and dusk, as a guide this is no later than 10pm in the Summer and 7pm in the Winter. If you wish to arrive earlier, please ring us on the morning of your arrival and we will do our best to accommodate your request, but this cannot be guaranteed. Please inform us if you are likely to arrive late.

For advance bookings, if not notified otherwise, your pitch will be held until dusk on the day of your arrival, after which it will be put up for re-sale and your booking treated as a cancellation with your monies retained.

Pitches must be vacated by midday on the day of departure unless otherwise agreed. Departures after midday are subject to availability and a charge of £3 per pitch. Pitches can only be extended until 4pm.

Behaviour on-site

In placing a Booking Request you agree that you and your party will at all times comply with our requests.

As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the site.

Any wilful damage to the Site or any other property will result in you being asked to immediately leave the Site. If you are asked to leave under these circumstances, no monies will be refunded.

Our customers visit our site to enjoy the peace and tranquillity of camping. If anyone does not respect this, we reserve the right to refuse them admission or ask them to leave the site at any time. If you are asked to leave under these circumstances, no monies will be refunded.

On groups of 5 units or more, a security bond of £20 per pitch will be requested upon arrival at the Site at our discretion. We reserve the discretion to ask any customer for a security bond regardless of party size. This will be refunded in full at the end of your stay unless, in our opinion, 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).

To respect the enjoyment of others, we ask that noise levels are kept to a minimum after 11:00pm. No music is allowed on site after 11:00pm. No driving allowed on site after 11:00pm. ***However, please be aware that at times (not limited to weekends, summer solstice, live music events, functions in the pub) we do make reasonable exceptions. We advise you always check with us on making a booking if we are likely to be hosting any special events/parties/live music that might interrupt your holiday. This is a running and functioning pub.***

To protect our landscape, the burning of any of **OUR** trees is strictly prohibited. There is a wood pile you can help yourself to and also a fire pit to borrow. Charcoal only BBQs are allowed, providing they are raised off the ground. BBQs must be extinguished by 10.30pm. Open fires on the ground and rope swings are prohibited. No structures can be tied or secured to trees or vegetation. 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.

Dogs are welcome on our campsite. Dogs must be kept on leads at all times and any fouling must be collected and disposed of. A maximum of three dogs per pitch are permitted on-site. If there is an incident on-site involving your dog please note that you may be asked to leave the site immediately.

Complaints

We want you to have an enjoyable holiday. Should you have cause for complaint, please contact us on the details provided immediately and we will try to resolve your complaint and advise you of our complaints procedure.

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 have been reduced or forfeited.

If, at the end of your stay with us, you feel we have not dealt with your complaint satisfactorily, we ask that the main booker submits a written complaint within 28 days of your return home to: Woodbridge Inn, North Newnton, Pewsey, SN9 6JZ.

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 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 Site is located in a natural environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants or wildlife.

The Woodbridge Inn Pewsey 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 the Woodbridge Inn Pewsey 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, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Woodbridge Inn Pewsey 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 the Woodbridge Inn Pewsey. Links to other services not operated by the Woodbridge Inn Pewsey are provided solely for your convenience. The Woodbridge Inn Pewsey 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 on our Website or social media, are issued or published solely to provide you with an approximate idea of our Site 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, 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 the Woodbridge Inn Pewsey please use the following address:
Woodbridge Inn, North Newton, Pewsey, SN9 6JZ.