

Apr 18th 2024 – Oct 7th 2024

Thurlmoor Farm Site Guideline/Rules (P1 of 4)

+ COVID – 19 Latest Update 01.01.2024.

We @ Thurlmoor are conscious of the risks from the Coronavirus (Covid - 19) and have had Rules and Guidelines in force during the Pandemic.

For any new Covid-19 updates beyond the above date please follow this link.

<https://www.gov.uk/coronavirus>

Our Basic Site guidelines still exist as per always and are meant for the pleasure and safety of all our guests & Staff alike.

“PLEASE READ ALL THE BELOW SITE RULES & GUIDELINES”

1) Payment Is to be made in Advance by Bank transfer before arrival unless agreed otherwise by ourselves.

Note! We have no Card Machine facility.

2) You (“Our Guests”) are to stay in their vehicles upon arrival and wait (**on the Track**) directly in front of the Entrance Gates on the campsite side while we arrive to book you in (Normally 5mins or less).

During this time in the unlikely event that another guest is wanting to go out or Depart, they are asked to be patient and wait until the area is cleared and the new guest is booked in.

3) Respect must still be given to other guests even though social distancing rules have been dropped as they may not wish to be as close to you, as you do to them.

This is particularly important when Children are playing on site, so please monitor this accordingly.

Or talk to the relevant people to see if they have any concerns. (It makes sense for all to get on).

4) Children must not at any time Climb on the Fences, Facilities area, or walls on or around the site.

This is a damage limitation request to both our site and your Children, and should any claims arise from injuries due to not respecting this request, it would be frowned upon... Thank you 😊

Thank you for you Co-operation – Please “Stay safe” *Gary & Mille*

Thurlmoor Farm

Camping and Caravanning Club "Certificated Site"

NOTICE

General Site Rules and Guidelines

- Please put any rubbish in sealed plastic bags in the bins as we have to empty these bins by hand.
- Bin bags are available on site. Please ask upon arrival if Req'd
- Please rinse recyclable tins, glass and plastic items and place into the appropriate bin.
- Please recycle newspaper and magazines and place into the appropriate bin.
- If you have dogs, please make sure any fouling is cleaned up straight away.
And your dogs are under full control while on site for the pleasure of all other site guests.
In particular, aggressive dogs must be on a lead at all times.
- For Safety reasons "PLEASE COULD YOU REFRAIN YOUR CHILDREN FROM STANDING ON THE FENCES & WALLS, AND REMOVING STONES FROM THE WALLS. "Thank You"
- Departure time is usually 12 noon unless previously agreed.
This may be extended during your stay if your pitch is not booked for the day you are leaving.
(Please give us a call during your stay if required)
- Arrival time is Usually 12.30 on, but this can be discussed if you require it to be any different
(Again, please feel free to discuss before arrival if required)
- On Departure please lock the Electric box and leave the Key inside via the plug outlet hole.

We thank you for your co-operation and hope that you enjoy your stay with us.

Gary & Mille

Thurlmoor Farm, Carlecotes, Dunford Bridge, Sheffield S36 4TD

Tel; 07908772352 / 07984647961

Email; gary@thurlmoor.site

Web Site; <https://www.thurlmoor.site>

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NOTICE

Waste Request Notice (Must be read fully)

It is a shame a small handful of people have made us have to take these steps of notifying everybody including our regular guests, but at the rate it is going on it makes it impossible to keep our bin rotation working as it should.

Anyone found blatantly disregarding this notice will be spoken to.

And may at worst be asked to leave site.

Due to the way we recycle the waste on our site, it is **Important** that people follow our guidelines to enable us to Perform our duties correctly, and supply sufficient bins for our guests to use.

Please put only rubbish designed and obliged to go in our waste bins all as labelled on the Bin Lids.

And under no circumstance is Any form of waste to be left by the side of the bins unless approved by Us – (The Owners).

- **Grey Bin – General waste (Only waste created on site) Not Brought In.**

Note! The Items Below Do Not Class as General Waste.

Old Tv's & Broken Electrical Equipment - Broken Toilets – Carpets - Old Tents Awnings/Canvas - Sleeping Bags – Clothing – BBQ's other than disposable – Camping Equipment of any other kind, or any other Item within reason that hasn't been eaten or opened for eating on site including bulk packaging.

(Yes, all the above have been left on site during previous seasons).

- **Blue Bin – Paper and Cardboard. (Exactly as it States)**

Not Bulk Packaging brought on to the site.

- **Brown Bin – Glass, Tins, Cans, Bottles, Jars, Foil Trays & Plastic Bottles. (Exactly as it States) All consumed on Site.**

We thank you for your co-operation and hope that you enjoy your stay with us.

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P4 of 4) Cancellation/Refund Policy (2024) v1 Last updated 13.04.2023

1) Booking

The Booking is an agreement between us (Thurlmoor Farm) and You (The Purchaser).
All site rules and general good behaviour must be adhered to at all times during your stay or we have the right to ask you to leave site, with no refund.

2) Payment & Securing the Booking

Payment is to be made in full at the time of booking unless agreed otherwise by us.
The Pitch **will not be secured**, and we **don't** have an agreement until all monies are received that are due (Full Payment) By bank Transfer as per our instructions.

3) Stage 1 (Minimum 14 Days)

Cancellation 14 Days or before the day of Arrival (2weeks to the day)
Example; If arriving Friday 28th May then we must be notified on or before Friday the 14th May.
If the Cancellation is applied this way there will be a full Refund. (100%).

4) Stage 2 (13 to 5 Days)

Cancellation 13 to 5 Days before the day of Arrival.
Example; If arriving Friday 28th then we must be notified on or before Sunday 23rd May.
If Cancellation is applied this way there will be a Charge of Half the Total Booking Cost (50%)
Or £12.00 Flat Fee whichever is the greater.
Example; 1 night Booked at £17.00 p night = £17.00 (50% = £8.50 Therefore £12.00 would be charged)
3 nights Booked at £17.00 p night = £51.00 (50% = £25.50 Therefore £25.50 would be charged) and £25.50 Refunded.

5) Stage 3 (Less than 5 Days)

Cancellation Less than 5 Days before the day of Arrival.
Example; If arriving Friday 28th May and we are notified on Monday the 24th May or after.
If Cancellation is applied this way there will be a Charge of **£15.00 per Night Booked** to cover our losses,
Except if it is for a 1-night Booking which will be charged in full to the amount of the Booking.
Example; 1 night Booked at £17.00 p night = £17.00 Charged. (No Refund)
3 nights Booked at £17.00 p night = £51.00 Therefore you would be charged £45.00 (£15.00 p Night), and get a £6.00 Refund.

Note to all our Customers.

We have spent a while deriving this document, to try and make it as fair as possible for all concerned and ourselves.
We feel this is about as fair as we can make it, and hope no one takes offence as to how we have finalised the document.
It is with regret to have to do the document at all, but exceptions make it a required item to resolve any issues.
Our regular guest know how we operate and care for our guests, and I'm sure will understand why we have to do this.

Regards *Gary & Mille*