

These Lee Valley Campsites Terms and Conditions are incorporated into Lee Valley Regional Park Authority's [Standard Terms and Conditions of Sale](#), which apply to all purchases. Words defined in the Standard Terms and Conditions of Sale have the same meaning in these Lee Valley Campsites Terms and Conditions. If you have any questions concerning these Lee Valley Campsites Terms and Conditions, please contact us before booking.

For the purpose of these Lee Valley Campsites Terms and Conditions:

**Campsites** means Lee Valley Camping and Caravan Park, Edmonton at Meridian Way, Edmonton, London N9 0AR; Lee Valley Campsite, Sewardstone at Sewardstone Road, Chingford, London E4 7RA; and Lee Valley Caravan Park, Dobbs Weir at Dobbs Weir, Charlton Meadows, Essex Road, Hoddesdon, Hertfordshire EN11 0AS, Lee Valley Almost Wild, Nazing New Road, Broxbourne, EN10 6TD, each a Campsite.

**You** means the customer, being any person placing a booking and/or staying at the Campsite.

## 1. Important Notices

- 1.1 By entering the Campsite, you have accepted, and agreed to comply with, these Lee Valley Campsites Terms and Conditions.
- 1.2 If you do not act in accordance with these Lee Valley Campsites Terms and Conditions you may be asked to leave the Campsite without any entitlement to a refund. The Authority shall be entitled to make such arrangements as it deems necessary for your removal and the removal of your property. The expense of removal and/or storage shall be charged to the lead booking name.
- 1.3 In making a booking on behalf of a group, you are responsible for ensuring all group members comply with these Lee Valley Campsites Terms and Conditions.

## 2. Booking and Payment

- 2.1 A properly completed booking and deposit payment of £20 per pitch and or £100 when booking a Holiday Accommodation or a Luxury Lodge (the Deposit) must be received by the Authority at the time of booking. Pursuant to clause 5, the Deposit is non-refundable in the event of cancellation by you.
- 2.2 Full payment for your stay less the Deposit must be made five days prior to your arrival at the Campsite. Payment for any additional dates agreed between you and us during the stay is due and payable in full at the time of booking such additional dates.
- 2.3 Full payment for the holiday accommodation and luxury lodges less the deposit must be paid five days prior to your stay.
- 2.4 If payment is not received in full in accordance with 2.3 we assume you no longer wish to stay and reserve the right to re-sell the pitch or accommodation.
- 2.5 A booking confirmation will be emailed to you within 24 hours of making a booking this should be checked to ensure it is correct with any errors reported to the campsite immediately.

**3. Terms of Stay**

- 3.1 Your stay must not exceed 14 consecutive nights at the Campsite, except under special circumstances and as agreed at the sole discretion of the Authority.
- 3.2 For the purposes of clause 3.1, special circumstances may be, but would not be limited to, the following circumstances:
- 3.2.1 the unforeseen illness of you or a member of your party that precludes that person from travelling
- 3.3 Following a stay of 14 nights you may not stay at the Campsite again until at least a further 14 clear nights have elapsed since the date of your most recent departure. In any event, each of our customers may only stay at each Campsite for a maximum of 28 days in any one year (being a period of 12 months from the date of first stay).
- 3.4 Where you choose to use your own caravan, tent, other touring accommodation and/or equipment (Customer Property) it is your responsibility to ensure that all Customer Property is of satisfactory quality and fit for purpose. The Authority reserves the right to inspect for its own purposes such Customer Property and the Authority will not be held liable for any losses (and for the avoidance of doubt no refund will be given) in the event that the Authority refuses to allow on to the Campsite any Customer Property deemed unsafe or inappropriate.
- 3.5 Please note that adapted vans, registered with DVLA are permitted at Lee Valley Camping and Caravan Park and Recreational Vehicles (RV) or Motor Homes will be accepted on site subject to size. If you have any concerns over the type, or size, of vehicle you wish to bring to the Campsite, please contact the Campsite directly prior to booking as the Site Manager has ultimate discretion for what is acceptable.
- 3.6 No person under the age of eighteen (18) years will be permitted to stay at the Campsite without an accompanying adult. Failure to comply with this provision shall be deemed a cancellation by you in accordance with clause 5. Children under the age of 12 are not permitted to stay on the Lee Valley Almost Wild Campsite.
- 3.7 On arriving at the Campsite on the first day of your booking:
- 3.7.1 please ensure that you arrive after 15:00 for your booking and at least one hour before the Reception/Campsite Shop closes so that we can complete your check in. Where you intend to arrive after these designated times please ensure that you arrange this alternative arrival time in advance. Kindly note that where a late arrival is not pre-agreed the Campsite height barriers/gates will be locked. Therefore, access for new arrivals will not be available until the following morning. No refund or part refund will be made where you fail to gain access to the Campsite due to your arrival outside of the designated times or at an alternative time without prior agreement; and
- 3.7.2 our staff will allocate a pitch to you in their complete discretion and such allocation is non-negotiable.
- 3.7.3 Please ensure you vacate your pitch or accommodation by 11am on the day of departure.

- 3.8 During your stay:
- 3.8.1 please note the barrier at the entrance to the Campsite is closed and locked each night. After this vehicles will be not be able to access the Campsite unless you obtain a barriercode.
  - 3.8.2 you may park one car only adjacent to your caravan or tent subject to their being available space. Any additional cars must be parked in the car park or off site. Commercial vehicles are permitted on the touring site providing they conform to the following criteria, vehicles not to exceed 2 metres in height, 5.5 metres in length with a payload not exceeding 1100kg. Vehicles should not be used to visit any other area within the Campsite;
  - 3.8.3 dogs are permitted at the Campsite (subject to a maximum of two per pitch) but must bekept on a lead at all times no longer than 6ft in length. They must be exercised off site. Please note dogs are not permitted to enter any buildings or cabins with the exception of guide dogs and hearing dogs; Dogs must be kept inside permitted accommodation at night and not left in cars or unattended.
  - 3.8.4 you are not permitted to conduct or carry on any forms of trading from the Campsite;
  - 3.8.5 open fires and digging are forbidden; and
  - 3.8.6 when driving your vehicle in the Campsite you must adhere to the speed limit of 10 m.p.h.Learner drivers are not permitted to drive any vehicle at the Campsite.
- 3.9 You must notify the campsite reception at the time of booking of any allergies you or a memberof your party might have or require additional assistance in the event of an emergency

#### **4. Cancellation**

- 4.1 Every attempt will be made to ensure that your booking goes ahead as scheduled. However, the Authority reserves the right to cancel bookings and/or close the Campsite at any time and without notice in the following instances:
- 4.1.1 where we consider there to be unmanageable risks; and
  - 4.1.2 due to any other factors beyond our control.
- 4.2 In the event that we cancel your booking or close the Campsite in accordance with the provisions of these Lee Valley Campsites Terms and Conditions we will in the first instance offer you an alternative date and/or location for your booking or failing this offer you a full refund of monies paid for the unfulfilled booking or part thereof where your stay has already commenced. We will not accept liability for any other costs howsoever arising incurred by you or any other individuals or third parties.

#### **5. Changes to Bookings and Cancellation by You**

- 5.1 If you wish to amend your booking prior to full payment being made in accordance with clause 2, please contact the Campsite Reception. Email address details are set out in clause 10 below. Such amendments are at the discretion of the Authority and subject to availability. There will be no administration charge made for any such changes made to the booking.
- 5.2 If you wish to amend or add to your booking after you have made full payment in accordancewith clause 2, any additional payments due from you must be made at the time such amendments or additions are agreed by the Campsite.

- 5.3 If you wish to cancel all or part of your booking, we operate the following cancellation policy:
- 5.3.1 In order to cancel the booking you must provide written notice and:
    - 5.3.1.1 where we receive notification of cancellation prior to full payment being made in accordance with clause 2.3 and 2.4, the Deposit paid will be retained;
    - 5.3.1.2 Where we receive notification of cancellation after you have made full payment in accordance with clause 2.3 and 2.4, no refund will be made.
    - 5.3.1.3 At the discretion of the Venue Manager a full refund less the deposit paid may be made in exceptional circumstances.
- 5.4 The Authority reserves the right to apply a late arrival charge for guests arriving outside of the reception opening hours, rates for which will be displayed on our website and may be varied from time to time.

## **6. Liability**

- 6.1 We are not liable for:
- 6.1.1 any damage or loss of any property or items belonging to you, any member of your group or any third parties; or
  - 6.1.2 personal injury or death of any person but only in so far as such injury or death is not caused by the Authority's negligence.
  - 6.1.3 cost or damage caused in the process of removing you from the campsite in the event of breaching these Terms and Conditions

## **7. Adherence to rules and respecting our staff and other customers**

- 7.1 You must comply at all times fully and promptly with the Campsite rules, any safety regulations and any reasonable instructions issued by our staff.
- 7.2 Lee Valley Regional Park Authority operates a respect policy which is to be adhered to, this is for the benefit of our staff and customers.
- 7.3 You must not do anything (or omit to do anything) which may cause damage or loss to property or facilities, to other customers or cause nuisance, annoyance, disturbance, inconvenience or injury to any other persons at the Campsite.
- 7.4 Failure to adhere to these conditions will result in you being removed from the campsite

## **8. Damages**

- 8.1 You are required to report any breakages and damage to the site reception within 24 hours of an incident occurring. The Authority reserves the right to charge for all or part of any damage caused as a result of your stay with us and may retain your security deposit.

## **9. General**

- 9.1 The use of illegal and or non-prescription drugs are not permitted anywhere within the Campsites. Any person in possession of, or under the influence of, any such substance will be refused admission and will not be entitled to a refund.
- 9.2 Smoking (including electronic cigarettes or any other artificial smoking devices) is not permitted anywhere within any of the Campsite buildings.
- 9.3 Open fires are forbidden, BBQ's must be off the ground and are not permitted on any

decking.

- 9.4 Customers who are legally entitled and who wish to consume alcohol whilst on the Campsite must do so responsibly.
- 9.5 We must be notified of any lost property within 6 weeks, as any items found will be disposed of after this period.
- 9.6 Commercial vehicles are permitted to be on site in accordance with clause 3.8.2. If you are unsure and want to check if your vehicle will be allowed please phone ahead and speak with the campsite. The final decision in respect of the suitability of a vehicle is at the absolute discretion of the Duty Manager.
- 9.7 The Authority reserves the right to refuse access to groups with children aged 16 or under outside of recognised UK school holiday dates.

**10. Notices**

All notices are to be addressed to the Manager at the relevant Campsite or by email to:

- Lee Valley Camping and Caravan Park: [edmontoncampsite@leevalleypark.org.uk](mailto:edmontoncampsite@leevalleypark.org.uk)
- Lee Valley Campsite, Sewardstone: [sewardstonecampsite@leevalleypark.org.uk](mailto:sewardstonecampsite@leevalleypark.org.uk)
- Lee Valley Caravan Park, Dobbs Weir: [dobbsweircampsite@leevalleypark.org.uk](mailto:dobbsweircampsite@leevalleypark.org.uk)
- Lee Valley Almost Wild: [almostwild@leevalleypark.org.uk](mailto:almostwild@leevalleypark.org.uk)
- Accommodation Manager: [jhetherington@leevalleypark.org.uk](mailto:jhetherington@leevalleypark.org.uk)