

Silver Sapling Hire Terms and Conditions

2026

Terms of Booking & Booking Deposit

By a booking with us Silver Sapling Girlguiding Campsite you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Booking Process

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per camping area is available on the Our Sites section on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is = £50.

Deposit payments must be 'cleared funds' before a booking can be confirmed.

Payments can be made online by digital bank transfer or cheque. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

Invoices will be raised after your stay, once guest numbers are confirmed, we ask that invoices are paid within 30 days of receipt.

All guests agree to respect the privacy and peace of all other staying guests and neighbours. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners. More information in the site information pack.

Check-in & Check-out

Guests must check-in and check-out by the times agreed with the bookings secretary

Codes will be given to once booking is confirmed to be able to access the key safes to check in.

Please return keys to the safes at the end of the stay.

Cancellation, Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are non refundable.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. Unless we can re book your dates for another suitable date, when the full amount will then be due.

It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our

control and that our liability to you is limited to the refund of any payment already made.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Cleanliness

The site should be left in a state of cleanliness by the previous guests and we expect you to do the same. Please read the Site Information pack for more detailed instructions on the process to follow.

If you find any problems upon arrival please contact a member of the committee.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed in designated areas mentioned in the site information pack and is in accordance with the Health Act 2006.

Pets & Service Dogs

We are a dog friendly campsite and accept well behaved dogs and owners are responsible for keeping dogs under supervision and cleaning up after them.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.

Please see the site information pack for designated areas of car parking.

Your Personal Details & Privacy

We are required to keep a register of bookings from anyone over the age of 18 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next

destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

Site Information Pack

Provided in each hut is a site information pack, the responsible person/s should read this upon arrival to familiarise themselves with the campsites rules and regulations along with general advice to have a safe and enjoyable stay.

This information can also be found on the website - <https://www.silversapling.org.uk/our-sites-copy/>

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