

Riddlesworth Park Terms & Conditions

Riddlesworth Park reserves the right to change the website, including prices, terms and conditions without notice. We also reserve the right to refuse entry to the sites, cancel bookings or instruct people to leave the sites for any reason, including but not limited to inappropriate behaviour, wilful damage, dangerous weather or site conditions. Use of the Riddlesworth Park website and bookings made constitutes acceptance of our terms and conditions and our privacy policy.

1. Privacy Your Personal Data

Riddlesworth Park collects and stores information that you give when you make a booking. You are asked for your name, address, telephone number and email along with “the names of any guests travelling with you”. This may also include your IP address. This information is stored in the System in order to process your booking. It is not shared with any other third party (except as required by law).

Your data is also stored after you have stayed but will be kept no longer than necessary to comply with legal obligations and for Riddlesworth Park to welcome your repeat business.

Booking

Riddlesworth Park takes bookings from people over 18 years of age. Bookings can be taken by phone or email. The minimum booking is for 2 nights, or 3 nights over bank holidays Confirmation of the booking will be sent by email.

Payment

On booking we take a 50% deposit via BACS. The balance becomes payable six weeks before your stay; a balance reminder will be sent and should be paid within 7 days. If you book within six weeks of your stay, full payment will be taken on booking.

Changes to bookings

Please let us know as soon as possible and we will endeavour to accommodate any changes you wish to make.

Cancellation by you

If a cancellation is made at least 6 weeks before arrival then a full refund of your deposit is given. Cancellations from 6 weeks to 2 weeks before arrival will receive a 75% refund. Cancellations within 2 weeks of arrival will not be refunded unless we are able to re-let your booking; if this occurs we will give you a 75% refund.

We recommend you take out holiday insurance to cover illness, cancellations and accidents at the very least.

In the event that we need to cancel your holiday due to unforeseeable circumstances such as, but not limited to, extreme weather conditions or ill health, we shall inform you as soon as possible and refund all money paid to us within 14 days. We reserve the right to close the site in the unlikely event that the site becomes hazardous. In this case guests will be refunded pro rata for any period of their holiday untaken. Riddlesworth Park cannot accept liability or responsibility for any loss, including consequential losses, caused by cancellation on our part.

By placing a booking to stay at Riddlesworth Park you agree to abide by any government restrictions in place at the time of your stay.

Arrival and Departure Times

You can self check-in anytime after 2pm. Check out time is 12noon and we ask that you leave the site clean and tidy. On occasion you may be able to check in earlier/ check out later – please contact us for this request.

Damages

Small accidental breakages are expected but please let us know about anything that gets broken or isn't working before you leave. Should any facilities or equipment be damaged wilfully or through inappropriate use you will be held responsible for the cost of repair or replacement of the item.

Liability

Riddlesworth Park cannot accept responsibility for any loss, damage or expense arising from industrial action, terrorist activity, adverse weather conditions, acts of government, pandemic, or any other event outside our reasonable control. Riddlesworth Park accept no liability for theft, loss or damage of whatever nature during, or as a result of staying here.

Your Safety on Site

You are coming to stay on a working farm which has its own natural hazards and an array of wildlife that you need to be mindful of. Uneven ground, long grass, limited lighting, mud, dust, wildlife and insects may all cause problems at certain times of year. Your stay will be enhanced if you bring suitable clothing and footwear to allow for the changeability of the British weather. Regardless of age, children should be supervised at all times.

Some of the guest equipment, including the BBQs, and wood burner may cause injury if misused. Please ask for help if anything is unclear. By

booking and coming to stay at Riddlesworth Park you confirm that you understand the natural hazards of the site and agree to be responsible for yourself, your children and any children in your care. In addition you agree to take all reasonable precautions against personal injury, injury to others and damage to the farmland, facilities and accommodation.

Site Regulations

We do not allow fireworks or sky lanterns on site. If conditions are particularly dry we may prohibit the lighting of campfires. Only wood provided by us may be used in the wood burners and firepit. You may bring your own charcoal to cook over in the fire-pit. Please respect the natural environment around the sites and abide by the Countryside Code - leave gates as you find them and leave no trace on the land.

All dogs must be kept on a lead at all times and their poo picked up and disposed of correctly.

If you are asked to terminate your stay due to abuse of these regulations, inappropriate or unsafe behaviour then no refund will be given.

Customer Complaints and Feedback

If you are not entirely happy with any aspect of your stay, please speak to Lou or Ben or email us at enquiry@riddlesworthpark.co.uk and we will endeavour to deal with any issues. It is best to do this before you leave as things can be harder to resolve once time has elapsed. We welcome your feedback, ideas and suggestions as to how we may improve our site for future guests. We also welcome reviews on our website, Google, or social media.

Thank you and we hope you enjoy your stay!

January 2022 (updated)