



Terms and Conditions

When you confirm your purchase you are accepting these terms and conditions.

If you or anyone in your household or visiting party are experiencing any signs of Covid-19 DO NOT visit, even if you have booked tickets.

1. Cars are not allowed on the camping field. You will be asked to park in the adjacent car park and on checking in, our staff will assist taking your camping equipment from your car to your pitch in a buggy, trolleys will also be available for visitors to use. You will be asked to choose a staggered checking in time between 3pm and 6pm on the Friday afternoon.
2. Customers are responsible for supplying their own tent and all camping equipment. No glassware allowed.
3. On checking in, you will be given your welcome pack with your wristbands. Please ensure that you and your children wear the wristbands for the full time you are on site. The wristbands for the camping event are for continual wear over the two days and can be showered in. Please take care as replacements will cost £5 each.
4. If you have booked a Members pitch, your membership must be valid on the date of the camping event. Please bring your membership cards with you to check in. If you do not have a valid membership, you will be required to pay the top up to the non-Members price before being allowed to set up your tent.
5. One tent per allocated pitch only.
6. All cars to be parked in the adjacent car park. We will require the registration of the car that will be on site overnight.
7. You are responsible for the safety of putting up and taking down your tent and all camping equipment.
8. There will always be a Willows Activity Farm Host on site, whose caravan will be clearly marked for information and in the case of emergency.
9. You are responsible for the security of your own belongings. We strongly recommend that you do not bring any valuables to site.
10. Parents and guardians are responsible for their children at ALL times.
11. Children must be accompanied by a parent or guardian to each activity and for entry to the Farm Park. At no time must children be left alone/ unaccompanied.
12. A trained first aider will always be on site.
13. Disposable BBQs are permitted but gas fired camping stoves, fires or naked flames are NOT allowed including candles and flares. If you are using disposable BBQ's, please place on two bricks – bricks will be available from the camping host tent.

14. We strongly recommend that you bring your own good battery powered lighting and torches for the evenings.
15. Temporary toilets and showers will be available on the camping field. Please clean up after yourself so that they can be safely used by everyone. The toilets and showers will be closed at times for cleaning. Toilets are also available during opening hours on the farm park.
16. NO dogs allowed. Only Guide Dogs are permissible in the camping field.
17. You must obey the safety notices at all times and the instructions given by the staff at Willows Activity Farm.
18. No refunds are provided in the case of wet weather, or for any other reason.
19. In the event of a lost child while in the camping field you should contact the Camping Host caravan. We can provide a paper wristband for your child to write your mobile number on if you require.
20. Please take extra care when walking around the site, as the ground is uneven and may be muddy.
21. We respectfully request that noise is kept to a minimum after 10pm.
22. It is your responsibility to ensure all rubbish is put in the bins provided or taken home with you at the end of the weekend.
23. Loss, theft or damage of tents, equipment or personal items is at your own risk. Willows Activity Farm cannot be held responsible for any losses or damage however they occur.
24. Please note there is no electricity or power in the camping field.
25. Please place all rubbish in the bins provided - customers who leave litter in their camping pitch will be charged a cleaning fee.
26. Please ensure that you bring clothes appropriate for the weather, be it sunscreen cream or wellies.
27. Willows Activity Farm have the right to ask any customers who do not follow these terms and condition to leave the premises at any time.