Lymington Camping – Booking information and Terms and Conditions

July 2025

These terms and conditions apply when booking a stay at our campsite (therein referred to as the site) online, by email, by phone or in person.

The first named person on the booking agrees on behalf of all persons that he/she has read these terms and conditions, agrees to be bound by them and accepts responsibility for payment of the booking on their behalf.

Disclaimer

The proprietor and/or wardens or other representatives working for the proprietor, accept no liability or responsibility for any accident, injury, loss or damage to any persons or property occupying or using any part of the site.

The proprietor and/or wardens reserve the right to decline, cancel and/or terminate a booking or refuse admission to the site where a guest has either failed to disclose all material facts or fails to observe the site rules.

Reservations and Payment

A reservation will only be confirmed when payment is received in full at the time of making the reservation. Payment should be made by electronic bank transfer.

Arrival/Departure

The access into and out of the camp site has restricted visibility onto Sway Road and extra care and attention should be taken. A mirror is sited opposite the entrance to assist with exiting the site.

Pitches are available from 3pm and no earlier. Please plan your journey to ensure you do not arrive on site before this time as you will not be permitted entry and you will cause congestion around the site entrance. Last arrivals are due in by 8pm unless an alternative arrangement has been agreed. Pitches must be vacated by 11am on the day of departure. Late departures can sometimes be arranged subject to availability and may incur an additional charge. Please request this prior to the day of departure.

Please note that the entrance gates will be closed at 11pm every night although guests returning later will be able to open the gates by hand. If you are returning after the gates have been closed, we ask that you please close the gates behind you.

Unit size/Occupancy

Each pitch can accommodate a maximum of 6 people in a tent or campervan (therein referred to as a unit). A separate pitch must be booked for each unit. Exceptions apply for small tents (please enquire with your specific details). If you have a large unit (over 7.5m x 5m) please contact us by phone or email to book. If you fail to do this we cannot guarantee that your pitch will be of adequate size and you may not be permitted to pitch losing any monies you have already paid.

Cancellation

If you need to cancel your booking, please notify us as early as possible. Although we do not charge for late cancellations, by letting us know in advance you are not intending to take up your pitch, we may be able to offer the pitch to another party. If the booking is cancelled more than 14 days prior to arrival, any monies paid will be held as a credit against a new booking in the same season, subject to availability. For cancellations within 14 days of arrival any monies paid will be forfeited and no offer to postpone the booking will be made other than in exceptional circumstances and at the discretion of the proprietor.

If after check-in you decide to cut your stay short and leave before your departure date, no monies will be refunded.

If you fail to arrive on the booked date and have not notified us of your delayed arrival, your booking will be cancelled by 9am the following morning and the pitch re-let. You will not be entitled to any refund or postponement of the booking.

We are unable to control the weather so no monies will be refunded if you cancel your booking or reduce your stay due to the weather.

Force Majeure

Except where otherwise expressly stated in these terms and conditions, we will not be liable or pay compensation if our contractual obligations to you are affected by "Force Majeure". For the purpose of these terms and conditions, Force Majeure means any event beyond our or one of our suppliers control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Noise/Nuisance

We are a family site and any loud noise or music is strictly prohibited. Noise should be kept to a minimum at all times and to an absolute minimum between 10.30pm and 7am to ensure the enjoyment of all guests. TVs and radios should be used considerately at all times. The use of car radios is not permitted. Anyone causing a disturbance to other guests will be asked once to reduce the volume. After this you will be asked to leave the site and no refund will be made. It is your responsibility to arrange safe transport home at any time of day or night.

Children

Parents or guardians are responsible for the supervision and safety of children at all times. Bikes and ball games are not to be used around units, near the site entrance or where they are a nuisance to other campers.

Dogs

Unfortunately, we are not allowing dogs on site this year. We know this may be disappointing for some returning guests, and we're sorry for any inconvenience caused. Thank you for your understanding.

Vehicles

The onsite speed limit is strictly 5mph. A maximum of one vehicle per pitch is allowed.

Electric Vehicles

The charging of electric vehicles is not possible on site.

Day Visitors

In the interest of site security and to preserve the enjoyment of all guests, there is a limit on the number of day visitors accepted to site. Day visitors are not permitted on site without prior permission from the proprietor or wardens. All visitors must check in at reception on arrival and vehicles must be parked at the entrance or off site if there isn't room. A small fee is payable for each visitor to cover use of our facilities. Any visitor found not adhering to our terms will be asked to leave the site. The proprietors reserve the right to restrict day visitors where it is necessary to maintain overall site safety and security.

Open Fires & BBQs

Open fires/heated coals are permissible if contained within a fire pit or similar equipment that does not allow hot ash/surfaces to touch the ground. Under no circumstances must a fire be built using stones/bricks from around the site nor burning materials be scavenged from on or off site and brought back to burn on site. Containers and BBQs must be situated well away from combustible materials. Coals/ashes must be left to cool before disposal in the designated area by the vegetable garden. Please help us to keep the site tidy by not disposing of ash/coals in the grass or hedgerows around the site which presents a significant fire risk. Please supervise children at all times when using open fires. You accept full responsibility for any loss or damage caused from use of this equipment. Please be considerate of neighbouring pitches. In periods of high wind or dry periods, fires will not be permitted on site.

Site Boundary

The site forms part of the proprietor's private dwelling and anywhere outside of the fence line around the camp site is out of bounds. The only gates permitted to be used are the main entrance and exit gates onto Sway Road and the pedestrian gate onto Mount Pleasant Lane. Climbing on or over fences around and within the site is not permitted. Damage will be charged.

CCTV

Please note that there are CCTV cameras that operate around the wider site.

Waste Disposal

We do not provide waste facilities on site and ask that you take all rubbish away with you and dispose of it responsibly. There is a recycling centre nearby at Milford Road, Pennington, Lymington SO41 8QZ.

Loss or Damage

Please take care with our site facilities and equipment and report any loss or damage as soon as it occurs. Any loss or damage to facilities for which guests are responsible must be paid for in full before

departure. The site and its facilities are used entirely at guests' own risk. It is your responsibility to keep your possessions safe and secure. The proprietor will not be held liable in respect of injury, loss or damage to persons or property.

Insurance

We strongly recommend that you obtain adequate insurance, including but not limited to travel insurance. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing conditions, cancellation charges, medical expenses and repatriation in the event of accident, illness, injury or death. If you choose to travel without adequate insurance cover it is at your own risk.