

Castle Knights Campsite Terms & Conditions

We want all our guests to have an enjoyable and safe camping experience in a friendly atmosphere. We therefore ask you to read our Terms and Conditions before booking. In making a booking you are choosing to accept our terms and conditions.

We reserve the right to ask guests who do not respect these terms and conditions in any way or behave in a manner likely to cause upset to our other guests, neighbours and/or staff, to leave the camp site immediately. In these circumstances the holiday ceases; there will be no refund and we shall not be liable for any extra costs incurred by you.

Booking Conditions

A Contact Name, Address and Contact Number is required when making a reservation, together with the choice of accommodation, or Number of Tents, Size (eg 4 man), Date of Arrival and Departure when making a booking.

Payment in full is required to secure advance bookings. If you are booking private hire of the site for wedding guests or a party we request at least a 25% deposit to secure the booking and the remaining payment to be received in full at least 14 days prior to arrival. This must be arranged by e-mail directly with Tom Humphreys. Cheques will require a minimum of 7 days to clear and regrettably cannot be accepted as a means of payment on arrival (with or without a bank card). The person who makes the booking via email etc., is responsible for the reservation and confirms that at least one person in the party is over 21 years of age and that the camping party will not exceed the numbers stated unless agreed with Castle Knights. We reserve the right to refuse anyone. Group bookings are at management's discretion.

Camping may be accommodated at short notice with payment on arrival, but booking in advance and pre payment is preferred. For Glamping cabins your booking is only confirmed once full payment is made. We reserve the right to cancel any booking at management discretion.

Contract

A Contract exists once we have issued you with confirmation of your camping holiday as per the details you have provided and payment has been received. Your Contract is with Castle Knights Campsite, Usk Castle, Monmouth Road, Usk, NP15 1SD. Please let us know of any discrepancy as soon as possible and within 5 days of receiving confirmation. No refunds can be given if guests choose to depart prior to the end of their reservation. The terms contained in this Contract do not affect your statutory rights.

Cancellation by you

You may cancel your camping or glamping holiday at any time prior to 14 days of arrival, however this will be subject to a transaction fee of 10% the cost of your stay, or you can rebook for an alternative date.

Cancellations 14 days – 48 hours prior to arrival will be subject to a cancellation fee of 50% of the cost of your stay.

We will not refund cancellations within 48 hours of arrival. If cancellation is due to exceptionally bad weather forecast we will offer to rebook or a voucher for another time.

Exclusive whole site hire bookings require a 25% deposit which is **non refundable** in event of cancellation.

Pitches

You should let us know at the time of booking the size of tent you will bring, including awnings, gazebos, additional cars etc. and the number of occupants.

Arrivals and Departures

Pitches will not be available until 2.00pm on the day of your booking and you are requested not to arrive before this time unless you have made special arrangements. We do not accept new arrivals after 7.00pm unless by prior arrangement. If you do not arrive by these times on the first day and you have not advised us otherwise then we reserve the right to re-let your pitch. All pitches must be vacated by 11am on the day of your departure unless you have made arrangements for a late checkout. Please contact us shortly before your visit for the access code.

Ground Rules for Camping

By booking with us you are entering into a contract in which you undertake, on behalf of yourself and the people in your party (including children) to: respect your fellow guests, neighbours and people/animals at Castle Knights and Usk Castle. You also agree to supervise children appropriately so they are not a nuisance or danger to themselves and other people/animals, and that play equipment is used sensibly, without damage, and in accordance with manufacturer's instructions.

In the interests of safety, there will be a separation distance of at least 6 metres between parties (including awnings), and for group bookings, a separation distance of at least 2 metres between tents/awnings must be maintained.

Disposable BBQs are allowed provided they are raised off the ground, without exception. Camp fires are strictly forbidden on the ground but fire pits are available to use. Waste must be deposited in bins provided and the Kitchen block, toilets/showers must be left clean and tidy for other guests.

We respectfully ask that you return any fancy dress/swords/shields or kitchen equipment you or your children may have borrowed to where you found it, and ready for other guests to use. Please do NOT leave any items in the Castle grounds- this is a public place.

Please contact Tom Humphreys in the event of any questions, concerns or requests on 07506099241- and only disturb the residents of Castle House in the event of an emergency.

Be mindful that the Castle is a privately owned family home and your access is at the residents discretion, anyone in the castle grounds between 11pm and 8am or in breach of these terms and conditions will be asked to leave immediately.

Guests agree they will not:

Commit any criminal offence or acts of vandalism at Castle Knights or Usk Castle and any damage to property must be paid for. You, or your party will not create any undue noise or disturbance to fellow campers - quiet hours are from 12pm to 7.30am. Please respect your neighbours and keep noise to a minimum between these hours. We encourage guests to enjoy the birdsong and sounds of the night rather than amplified music.

Vehicles are not to be driven on the camping field unless there is a special reason or emergency. This is to preserve a good quality camping field for other guests. Belongings must be unloaded at the drop off turning circle and you should park in the main castle car park.

Dogs and other Pets

You are welcome to bring your dog with you but are requested to keep it on a lead at all times. You must clean up after your dog and never leave your dog unattended. We reserve the right to ask owners to remove their dog or any other pet if it is a nuisance or danger to others.

Chemical Disposals

We do not have any chemical disposal points and use of your own facility is therefore strictly prohibited. We apologise if this causes anyone inconvenience but all our facilities are within very easy reach.

Complaints

We want everyone to have a good time, so if you have any issues during your stay please let us know straight away so we can do our best to set things right and you can continue to enjoy your stay.

Castle Knights accepts no responsibility for loss or damage of personal belongings whilst visiting the site. Nor does it accept liability for any accidents so please supervise your children carefully.