

# Hill Cottage Suffolk Limited

## Camping and Glamping Terms and Conditions

1.1. These terms and conditions apply to bookings made for our camping, glamping sites from 1<sup>st</sup> October 2025.

1.2. **Please read these terms carefully.** These terms tell you who we are, how we provide the accommodation to you, practical information regarding your booking, how we may change or end the contract, what to do if there is a problem and other importance information. If you think that there is a mistake in these terms, please contact us to discuss

1.3. **Please be aware that there are certain circumstances where your booking may be cancelled or right to use the accommodation and/or site may be forfeited.** We will not be held liable for any losses that you may suffer as a result. Please familiarise yourself with Section 5 (“Paying for your Accommodation”) and Section 17 (“Our right to evict”) of these terms and conditions which explains our rights in more detail. If you have any questions, please contact us to discuss.

2.1. **Who we are.** We are the Hill Cottage Suffolk Limited. Our company registration number is **16423066** and our registered address is Hill Cottage, Hoxne Road, Syleham, Eye, Suffolk IP21 4LR.

2.2. **How to contact us.** You can contact us by email at [bookings@hillcottagesuffolk.co.uk](mailto:bookings@hillcottagesuffolk.co.uk)

2.3. **How we may contact you.** If we have to contact you we will do so at the email address or telephone number you provided at the time of booking. It is best if we have a mobile number in case we have to contact you enroute to or whilst at the accommodation.

**“Accommodation”** means a tent/glamping unit and/or pre-erected tents.

**“Site”** means a camping and/or caravan and/or glamping site.

**“Site Specific Rules”** means the rules in force at the relevant Site.

**“You” or “your”** means the person named in the booking confirmation.

**“We”, “us”, or “our”** means Hill Cottage Suffolk Limited. Our company registration number is **16423066** and our registered address is Hill Cottage, Hoxne Road, Syleham, Eye, Suffolk IP21 4LR.

**“Writing”** includes e-mails. When we use the words “writing” or “written” in these terms, this includes emails.

4.1. We reserve the right to accept or decline bookings entirely at our discretion.

4.2. Your contract with us will begin when we issue you with your booking confirmation. Your contract with us will be on the terms set out in these terms and conditions.

4.3. All bookings are confirmed when we issue you with your booking confirmation. Your booking confirmation will set out the Accommodation you have booked, the dates of your booking, the number of guests and dogs (where permitted) allowed in the Accommodation and the total amount payable for your booking. If no pets are permitted at the Accommodation, this will also be detailed within your booking confirmation. We will issue you with your booking confirmation by email or, if requested, by post.

4.4. You, as the person making the booking, will be responsible for all members of your party. To make a booking you must be at least 18 years old at the time of booking.

4.5. Children under the age of 18 must be accompanied by an adult.

4.6. We can only discuss your bookings (including any changes) with you, we cannot discuss the booking with another member of your party unless you give express consent for us to do so.

5.1. All bookings made through Pitchup.com require a 15% non-refundable deposit to be paid. We must then receive the balance by the date set out in your booking confirmation (which will generally be twenty eight days before the start of your holiday).

5.2. Where a balance remains unpaid after the payment date set out in your booking confirmation, we'll remind you by email, post or telephone. If you fail to make the relevant payment within 14 days of the due date, we'll assume you want to cancel your booking. If this happens, your booking will immediately be cancelled, and the cancellation charges set out in Section 7 ('If you want to cancel your booking') will apply.

5.3. Payment may be made by credit/debit card, BACS transfer, payment link.

5.5. Promotional offers will only be applied if they are valid and quoted at the time of the original booking. Promotional offers cannot be combined, nor can they be used retrospectively to apply to existing bookings. In addition, we reserve the right to change or withdraw a promotional offer at any time by amending or removing details of these offers from the relevant sections of our website. 5.6. Where we are unable to provide you with a discount or offer on your booking due to this offer having been withdrawn or amended prior to your booking being confirmed, we will email you to notify you the offer is no longer available and provide you with the option to cancel your booking.

6.1. We regularly review and amend the prices we charge for our Accommodation. Any pricing information shown in any brochures or leaflets is indicative only and not binding. For the most up to date and valid pricing information please check the section of our website relating to the Site or email [bookings@hillcottagesuffolk.co.uk](mailto:bookings@hillcottagesuffolk.co.uk). We will confirm

the price of your Accommodation at the time you make your booking and in your booking confirmation.

6.2. All prices relating to your booking for the Accommodation or to the Site whether given in writing or verbally include VAT with the applicable rate being that at the time of your booking.

6.3. All prices given on our website, on the phone or when you book in person at the Site are for the Accommodation only. Details of additional charges can be found on the booking page or, when booking in person will be advised at the time of booking on Site.

6.4. The booking confirmation will set out if such charges are included within, or are separate to, the per night booking cost for the Accommodation.

7.1. Your contract with us is a contract for the provision of leisure Accommodation on a specific date or dates and this means that you do not have a legal right to change your mind and cancel the contract. We do, however, offer you the right to cancel your contract subject to the provisions of this Section 7 . If you contact us to say you are not able to attend your booking for any or all of your confirmed dates, this will be deemed to be a cancellation, and will be subject to the cancellation charges as set out in Section 7.4 below.

7.2. If you wish to cancel a confirmed booking you must let us know by email ([bookings@hillcottagesuffolk.co.uk](mailto:bookings@hillcottagesuffolk.co.uk)) or in writing to Hill Cottage Suffolk Limited, Hill Cottage, Hoxne Road, Syleham, Eye, Suffolk IP21 4LR as soon as possible quoting your booking reference and, in any event, prior to the first day of your booking. Your booking will be cancelled with effect from the day we receive your email or written notification, and will be subject to the cancellation charges as set out in Section 7.4 below.

7.3. In exceptional circumstances such as death of a next of kin, jury service, a last minute HM Forces posting or emergency services being recalled to work at short notice, we may, at our discretion, waive the cancellation charges set out in Section 7.4. Please note, we reserve the right to request documentation to support your cancellation claim in these circumstances.

7.4. Our cancellation charges are calculated according to the time between when we receive notification from you that you wish to cancel your booking and the start of your booking. Our cancellation charges are set out in the table below:

| <b>No of days prior to booking start date</b> | <b>Cancellation charge</b> |
|-----------------------------------------------|----------------------------|
| More than 28 days                             | administration fee of £15  |
| 14-30 days                                    | 50% of the booking fees    |

|                                                   |                          |
|---------------------------------------------------|--------------------------|
| Less than 14 days or after the booking start date | 100% of the booking fees |
|---------------------------------------------------|--------------------------|

7.5. If you cancel your booking after the booking start date, we will not issue any refund for any remaining nights of your booking. To clarify, this includes where you cancel your booking for any reason outside of your reasonable control, including without limitation, inclement weather and illness. We strongly recommend you take out comprehensive holiday insurance to compensate you in these circumstances.

8.1. If you want to change any detail of your confirmed booking you must contact us by telephone, by email or in writing quoting your booking reference as soon as possible, and in advance of your stay. This includes details of your booking such as, but not limited to: the number of pitches, the number of guests.

8.2. Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes. Any request to change the dates of your booking are subject to availability, and how far in advance such a request is made.

Over 28 days prior to travel, no administration fee is payable for moving the date of your booking or reducing the duration of your stay.

28 days or under prior to travel, if we agree to move your booking in its' entirety, you will be charged an administration fee of £15.

28 days or under prior to travel, if you are unable to come for any part of your booking, and want to reduce the duration of your stay, you will be refunded for any cancelled nights in accordance with the table below which is linked to the cancellation policy in section 7.4.

| <b>No of days prior to booking start date</b>     | <b>Refund value</b>     |
|---------------------------------------------------|-------------------------|
| 14-30 days                                        | 50% of the booking fees |
| Less than 14 days or after the booking start date | No refund               |

You must also pay us any additional Accommodation costs due as a result of the change – we will confirm the amount of any additional Accommodation costs due at the time we change your booking. If your Accommodation costs are lower as a result of the change, we'll refund you the difference at the time we change your booking, after

deducting the administration fee referred to above and, if applicable, any cancellation charges.

8.3. Please note that if you are unable to attend your rescheduled dates for any reason, the booking will be deemed cancelled and no refund of any amounts will be offered.

8.4. Please note that where we make a change to your booking, any cancellation charges that would have been payable but for the change to your booking may be charged and shall be calculated from the start of your original booking date rather than the date of your revised booking.

9.1. We do not expect to have to make changes to your booking, however sometimes problems happen, and bookings have to be changed or cancelled. We will only change or cancel your booking:

9.1.1. if necessary to perform or complete essential remedial or refurbishment works; or

9.1.2. for other reasons unforeseen at the time you made your booking which are beyond our reasonable control as further described in Section 19. This may include occasions where the Accommodation becomes inaccessible due to a Meteorological Office Severe Weather Warning or other severe weather event.

9.2. If we do need to change or cancel your booking for the reason set out in Section 9.1.1, we will do our best to offer you a suitable alternative booking. If we're not able to offer you a suitable alternative, or if you don't accept the alternative we offer, the booking will be deemed cancelled and we will refund you the total amount you have paid us for the booking.

9.3. If we do need to change or cancel your booking for the reasons set out in Section 9.1.1, we will only be responsible for foreseeable losses that you suffer as a result of that change or cancellation, and we will not be responsible for any unforeseeable losses you suffer as a result of that change or cancellation. A loss is foreseeable if it is an obvious consequence of our change or cancellation of your booking or if it was contemplated by you and us at the time we entered into this contract.

9.4. If we do need to change or cancel your booking in line with 9.1.2 because it becomes impossible to deliver the booking due to unforeseen events beyond our reasonable control, we'll do our best to offer you a suitable alternative booking for either the same dates or alternative dates. If you don't accept the alternative we offer, or cannot provide us with viable alternative dates, the booking will be deemed cancelled and we will refund you the total amount you have paid us for the booking.

9.5. We strongly recommend that you obtain appropriate and comprehensive travel insurance for all members of your group. This should ideally cover illness, cancellation and injuries during your stay.

10.1. Special requests must be requested at the time of booking and no later than seven days prior to travel. Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request.

11.1. Bookings for all groups, including large families, friends or organised groups e.g., Scouts, must be notified to us and approved by us at the time of booking. Our site is not suitable for stag or hen parties. If you want to use the Accommodation for such a purpose, you must contact [bookings@hillcottagesuffolk.co.uk](mailto:bookings@hillcottagesuffolk.co.uk) and tell us prior to booking and obtain our prior agreement to any such use.

11.2. Our Site has different rules and practical requirements for group bookings, which may be made available on our website or otherwise communicated to you when you enquire about making a group booking. Please ensure that you understand these rules and practical requirements before making any group booking.

11.3. Please note that if at any time after a booking confirmation has been issued, it becomes apparent to us that a booking is connected to or otherwise forms part of a group booking which has not been pre-approved by us in accordance with this Section 11, we may need to exercise our rights under Section 17 ("Our right to evict").

12.1. Site Specific Rules are available on the section of our website relating to the Site and will be communicated to you prior to your booking. A copy of the Site Specific Rules are also provided with your booking confirmation. Site Specific Rules contain important information about your stay with us. Please ensure that you and your party read the Site Specific Rules carefully prior to booking and again on arrival. You must also ensure that you and your party familiarise yourselves with the layout of the Site and the fire safety arrangements.

12.4. You must only use the Accommodation for the purposes of your holiday. You must not use the Accommodation for any other purpose, including without limitation for any business purposes, without our prior written consent, in line with Section 11.

12.5. You must keep the Site, Accommodation and any contents clean and tidy and leave them in the same condition as when you arrived.

12.6. You must not use the Accommodation, or allow it to be used, for any dangerous, offensive, noisy, illegal or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.

12.7. Smoking is not permitted in any part of your Accommodation or any part of the site. You and your party must not smoke inside your Accommodation. You and your party must not use any naked flames, candles, tea-lights, fireworks or Chinese lanterns at your Accommodation or on any part of the site.

12.8. You and your party may only use the designated barbeques on Site. You and your party must not use barbeques, gas stoves, or other naked flames and cooking

equipment inside any tent or glamping Accommodation unless it is provided as part of the Accommodation offer.

12.9. We are very sorry but dogs are not permitted at our Site, this is for the protection of the natural environment and the resident wildlife, and the protection of the owners flock of free range chickens that roam the site.

12.10. The use and storage of firearms or weapons is not permitted in any part of the Accommodation, the Site or in cars parked at the Site.

12.11. Please note that if you do not comply with the standards and behaviours set out in this Section 12 we may need to exercise our rights under Section 17 (“Our right to evict”).

13.1. You must ensure that the maximum number of persons occupying the Accommodation does not exceed the maximum occupancy limits set out on our website and in the Site Specific Rules. For the purposes of occupancy limits a child over the age of 2 is considered an occupant.

13.2. We set maximum occupancy limits in line with the facilities, space and equipment available at the relevant Site and to comply with applicable health and safety, insurance and regulatory requirements. As such, we reserve the right to require you to leave the Site (without any compensation or refund) if you exceed the maximum occupancy limits as described in this Section 13.

14.1. If you discover that anything is missing or damaged on arrival at your Accommodation you must notify us immediately at the Site Office. If you do not notify us we will assume that you caused the relevant damage or loss.

14.2. You will be responsible for the cost of any damage to the Accommodation, its contents or the Site caused by you or by any member of your party or animal brought with you (whether permitted or not). We may also charge you any costs we incur putting the Accommodation into a clean and safe condition after your stay, including any costs associated with decontaminating the Accommodation of allergens, contagions and/or infestations caused by any animal brought with you (whether permitted or not). We recommend that you have comprehensive insurance in place to cover this.

15.1. We take care to ensure that our Accommodation and Sites are of a high standard. However, if you have any problems with your Accommodation or Site, please contact the Site staff immediately and give us the opportunity to resolve it.

15.2. If you have a complaint, or your problem hasn’t been resolved to your satisfaction please follow our complaints procedure which can be found [here](#). Alternatively, you can write to Hill Cottage Suffolk Limited, Hill Cottage, Hoxne Road, Syleham, Eye, Suffolk IP21 4LR.

15.3. In considering any complaint, we'll take into account whether we have been given the opportunity to investigate it and put matters right as detailed in Section 15.1.

15.4. Please note that we will not tolerate any written, verbal or physical abuse towards any of our staff or representatives.

16.1. During your stay, our staff or contractors may need to access your Accommodation if there is an unforeseen problem, to investigate an incident you have raised, or to perform certain routine property checks. If this happens, we'll do our best to let you know in advance of the date and time that we will need access. If we do need to access your Accommodation during your stay for any reason, we'll always try to do so at reasonably convenient times (other than in the event of an emergency).

17.1. We may end our contract with you and ask you to leave your Accommodation and the Site immediately (without any compensation being payable) if:

17.1.1. you or your party have committed a serious breach of these terms and conditions;

17.1.2. we consider that your or your party's behaviour endangers the safety of our visitors or staff;

17.1.3. any complaints are made of anti-social, abusive or unacceptable behaviour against you or your party;

17.1.4. you or your party cause an unreasonable amount of damage to the property or its contents; or

17.1.5. you exceed the maximum occupancy limit for your Accommodation.

18.1. Our responsibility for loss or damage suffered by you

18.2. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of the terms implied by Section 10, 11 and 13 of the Consumer Rights Act 2015.

18.3. Nothing in these terms will affect your legal rights in respect of your booking. For a fuller explanation of your legal rights please visit the Citizens Advice website or call 03454 040506.

19.1. We will not be responsible for any delay or failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

19.2. An event outside our control means any act or event that is beyond our reasonable control, including without limitation severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster,

strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

20.1. Your check-in and departure times will be set out in your booking confirmation and/or the Site Specific Rules. If you do not leave the Accommodation by the required departure time we reserve the right to charge you a late checkout fee to cover any costs we incur.

20.2. If you believe you have left any of your possessions behind at your Accommodation, please contact us as soon as possible. We reserve the right to charge you for any storage and delivery costs that we incur in relation to your lost property. We charge a lost property charge of £10 to cover our administrative costs and standard Royal Mail delivery up to 2kgs in the UK to return your items to you (subject to the terms of this Section 20.2). If a request to return your items deviates from these conditions, then we reserve the right to charge you any additional costs. Where possible, we'll hold all lost property for 28 days, after which it will be disposed of. Perishables will be disposed of immediately and are therefore unreturnable.

20.3. Our Site is in a rural area and it is important that you and your party do not interrupt or endanger the livelihood of those working at the property or on the surrounding land.

20.4. Bats and other wildlife are present at our Site. We request that wildlife and other animals are not interfered with. Any disturbance caused by wildlife should be reported to us immediately and reasonable steps will then be taken to assist. Please remember that bats are a protected species, and it is illegal to interfere with them or their habitat.

20.5. Cars parked at the Site are done so at the owner's risk.

21.1. We will process your personal data provided as part of this activity in order to communicate with you about your booking and, from time to time, request feedback which will enable us to improve your future experience with the Trust. If required by law or any applicable local authority we may collect personal data relating to each member of your party.

21.2. For more information about how we are processing your personal data, please see our Privacy Policy on our website.

21.3. If you wish to change the way we communicate with you at any time, you can write to the address given on the website; alternatively send an e-mail to [bookings@hillcottagesuffolk.co.uk](mailto:bookings@hillcottagesuffolk.co.uk) or telephone 07485485680.

21.4. In line with Immigration (Hotel Records) Order 1972, we reserve the right to capture details of non UK nationals which can be passed on to the UK Border Agency

upon request. It is your responsibility to ensure you and your guests have the relevant travel documents required for the country you are visiting and the duration of your stay.

22.1. These terms and conditions are governed by the law of England and Wales and you can bring legal proceedings against us in the English courts. If you live in Wales you can bring legal proceedings in either the Welsh or the English courts. If you live in Scotland you can bring legal proceedings in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in either the Northern Irish or the English courts.

23.1. We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

23.2. You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

23.3. Nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

23.4. If any court or relevant authority decides that any of these terms are unlawful, the rest will remain in full force and effect.

23.5. Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

# Site Specific Terms and Conditions

## Hill Cottage Holidays – Site Terms and Conditions

### 1. Introduction

1.1. Hill Cottage Holidays is a **nature-first, eco-conscious retreat**, designed for guests to enjoy the beauty of the environment while respecting and preserving it.

1.2. You must be a member of Wild Trails Camping Club in order to stay at our site, membership is free and you can join here:

<https://wildtrailscampingclub.com/membership-form/>

1.3. By booking with us, guests agree to abide by these terms, ensuring the safety, sustainability, and tranquillity of the site.

1.4. Nature takes precedence at Hill Cottage Holidays, and all guests must respect the local flora, fauna, and landscape.

### 2. Environmental Responsibility

2.1. Hill Cottage Holidays is committed to **sustainability and minimal environmental impact**. Guests must adhere to site policies that protect the natural environment.

2.2. **Nature takes priority**, meaning paths, pitches, and communal areas are carefully integrated into the landscape. Guests must respect all designated areas and avoid disturbing wildlife.

2.3. **Vegetable matter must be composted**, and all **recyclable waste must be sorted appropriately**.

2.4. Fires are permitted only in the fire pit or other designated areas to **prevent ecological damage**.

### 3. Natural Environment and Hazards Disclaimer

3.1. The campsite is **situated in a natural environment**, which may contain **inherent hazards** such as uneven terrain, tree roots, steep areas, and wildlife encounters.

3.2. Guests must exercise **caution** and take personal responsibility for their **own safety** while exploring the site.

3.3. Guests may encounter wildlife, including **birds, insects, and mammals**, which must be treated with respect. Wildlife must not be disturbed, fed, or removed from the site.

3.4. **Falling branches** may occur naturally, particularly in **woodland areas** or during adverse weather conditions. Guests must **avoid camping beneath large trees** and take personal precautions when exploring wooded areas.

3.5. Hill Cottage Holidays **accepts no liability** for injuries or damages resulting from **natural occurrences**, including **falling branches, wildlife interactions, uneven terrain, or adverse weather conditions**.

#### 4. Woodland Areas and Supervision

4.1. Woodland areas at Hill Cottage Holidays are **unsupervised natural spaces**, and guests **enter at their own risk**.

4.2. Children must **always be supervised** when playing in wooded areas, near trees, or on uneven ground.

4.3. Guests engaging in **tree climbing or woodland play** do so at **their own risk**. Hill Cottage Holidays accepts **no liability** for injuries or accidents resulting from **tree climbing, woodland play, or exploration of natural terrain**.

#### 5. Noise Policy

5.1. A strict **9pm curfew** is enforced for noise levels across the campsite.

5.2. **No music or amplified sound** is permitted after **9pm**, to maintain the **natural tranquillity** of the site and residents are expected to keep all other types of noise to a minimum

5.3. Guests who fail to comply with the noise policy may be asked to leave the site.

5.4. No vehicle movements are permitted after **9pm**.

#### 6. Dog Policy

6.1. Dogs are not permitted at the campsite, this is due to the wildlife present in the environment and a lack of fencing in parts of the woodland. Assistance dogs are exempt, however assistance dogs must be **kept on a lead at all times** while on the campsite.

6.3. Owners are responsible for **removing and disposing of dog excrement** appropriately.

6.4. If any dog is found **off-lead**, the owner will be asked to leave the site immediately.

#### 7. Party Restrictions

7.1. Hill Cottage Holidays is a **peaceful and nature-first retreat—parties are not permitted**.

7.2. Large group bookings may require additional approval.

#### 8. Parking Policy

8.1. Guests may park in the designated parking area. However, **parking is at the owner's risk**, and Hill Cottage Holidays **accepts no liability** for loss, theft, or damage to vehicles or belongings.

8.2. The parking area is **monitored by CCTV**, but guests remain solely responsible for their vehicles and possessions.

8.3. Guests must ensure they park responsibly and avoid obstructing access routes or emergency exits.

## 9. Waste Disposal Policy

9.1. Guests must **dispose of waste responsibly**.

9.2. **Vegetable matter must be composted**, and **recyclable waste sorted appropriately**. Glass must be separated from dry recycling.

9.3. Failure to adhere to waste disposal guidelines may result in guests being asked to leave the site.

## 10. Safety and Liability

10.1. Guests participate in all activities **at their own risk**.

10.2. Hill Cottage Holidays **accepts no liability** for **injuries, accidents, or damages** caused by personal negligence, non-compliance with rules, or engagement in **hazardous activities** such as tree climbing or off-path exploration.

10.3. Emergency situations must be reported to campsite staff immediately.

### Do's

- **Respect the Land** – Leave no trace, protect nature, and keep sites tidy.
- **Be Courteous** – Treat landowners, neighbours, and fellow campers with respect.
- **Follow Rules** – Obey Club rules, site-specific instructions, and quiet hours.
- **Stay Safe** – Keep gateways and tracks clear, use fire/BBQs safely, and supervise children and pets.
- **Report Issues** – Tell the Site Operator or Club if you see problems, accidents, or hazards.

### Don'ts

- No antisocial or disruptive behaviour
- No damaging land, trees, hedges, or facilities.
- No use of sites by non-members (except registered guests).
- No generators, loud music, or excessive noise after 10:00 pm.
- No caravans/motorhomes on tent-only sites (and vice versa).

### Important

- Membership or site access may be **suspended or revoked** for breaches of these rules.
- All camping is at your own risk. Members are responsible for their guests.
- Certificates and permissions may be **changed or withdrawn** if laws or guidance change.