

## **Biblins Guest booking terms and conditions**

Thank you for choosing to stay at Biblins Campsite. You agree to these terms and conditions when you make a booking with us.

### **INTRODUCTION**

Woodcraft Folk registered charity in England & Wales (1148195) and Scotland (SC039791). Registered non profit company limited by guarantee (8133727), and registered company Woodcraft Folk Enterprises Ltd (13623421). Registered office: Holyoake House, Hanover Street, Manchester M60 0AS.

Woodcraft Folk welcomes family, household and group bookings at our centres and campsites.

### **TERMS & CONDITIONS**

#### ***Guests***

Every booking must:

- Name a booking lead who is over 18
- Provide contact details (address, phone, email) to enable effective communication
- Not exceed the total number of people booked for

#### ***Arrival time***

All guests are expected to arrive after 4pm and to confirm their estimated time of arrival with the site.

#### ***Departure time***

All guests are expected to leave the site by 11am. If you require a later check out, then this can be arranged through permission and an additional charge.

#### ***Breakages***

All breakages must be reported to the site.

Charges will be made for any breakages caused by misuse or deliberate acts.

#### ***Payments***

On receipt of your booking request the centre will issue you an invoice. The invoice will include a deposit at 30% of the total cost of your booking. At this point we will confirm your booking, including any pitch allocation. Pitch allocation is subject to change in response to conditions on site, and any changes will be communicated with you. Your booking is only secure once your deposit payment has been received.

The total cost of your booking needs to be settled 30 days prior to your arrival.

***Cancellation charge payable***

30-14 days prior to the start of your stay - cancellation will cost 50% of the the total cost for your booking (including any booked activities)

13-0 days - 100% of the total cost of your booking (included any booked activities)

Where a cancellation is made, by Biblins Campsite, due to site closure for safety reasons, or other unforeseen circumstances, or by the imposition of Government restrictions, then groups will be offered the opportunity to re-book on alternative dates. If the alternative dates are not acceptable then a full refund of ALL payments will be made.

If a group is prevented from camping by an order from any of;

- Government guidance;
- Their National Ruling Body
- The National Youth Agency
- The Department for Education

We will seek to reschedule your booking as soon as possible. If we are unable to do so, we will issue a full refund.

In the case of a severe weather forecast by the MET Office for the immediate area (amber or red), a refund or reschedule for accommodation can be given no more than 24 hours before the start of the stay.

In the unlikely event that a group is required to leave the site, due to unacceptable behaviour, no refunds will be made.

***Insurance***

Whilst on site all guests will be covered by Woodcraft Folk's Public Liability Insurance if you adhere to the terms and conditions and site usage procedures.

Woodcraft Folk are not responsible for injuries to individuals or damage to their property whilst on site, unless the injury is caused through our negligence. Please take precautions to ensure that you and your equipment are safe and secure.

We are aware that accidents do happen and ask for individuals to report any accidents to site staff and wardens.

All personal belongings will not be covered by Woodcraft Folk's Public Liability or Buildings Insurance. If you are bringing expensive equipment we recommend that you check your Household Insurance or obtain Travel Insurance to cover any cost of damage or theft.

### ***Covid-19 and other infectious disease safety requirements***

To prevent the spread of COVID-19 and other infectious diseases all guests must follow any relevant sector advice - e.g. National Youth Agency, public health bodies or UK/devolved Nations Governments

## **GUEST INFORMATION**

### **Access to the centre**

Please see website for [directions to the site and coach access](#)

PLEASE CONTACT US TO ARRANGE COACH ACCESS

### ***Parking***

Biblins encourages lift sharing to reduce traffic on site.

Groups are encouraged to park alongside the campsite track, close to their pitch. For the safety of all campers, a 10MPH speed Limit applies whilst driving on site. Please be vigilant for walkers and wildlife.

There is an overflow car park, at the entrance of the site, near the Bunkhouse, and at busy times we may ask guests to use this instead of parking cars on site.

### ***Telephone and mobile phone reception***

An emergency land-line telephone is located on the exterior wall of the Warden's cabin, for use by groups, to call the Emergency Services. Please note that there is no reliable mobile phone signal on site. Network signal is available at the King Arthur's Cave car park, at the top of the access track.

### ***Wifi availability***

There is no access to WiFi for campers

### ***Electricity***

Biblins has no mains electricity and there is limited solar powered electricity in the buildings. If electricity is required for emergency, medical, or disability access please contact us prior to your arrival.

### ***Quiet times***

For the benefit of other campers and our neighbours on-site, we require that all groups observe the site quiet-time, between 10pm and 7am. We also do not permit amplified music at any time.

### ***Canoe launch and river access***

Access to the river is strictly only via the Canoe Launch point at the Eastern end of the site. There is no access to the river at any other place.

Access is only permitted for use of Paddle powered craft and swimming is not allowed

The Biblins canoe launch is available for use by prior arrangement for campers only. We charge £2.50 per boat for the duration of your stay to use this facility.

All youth groups using the canoe launch should be under the supervision of a qualified instructor.

All campers using the canoe launch do so at their own risk and on the understanding that Biblins youth campsite and Woodcraft Folk take no responsibility for you whilst taking part in water sports activities, (unless Biblins youth campsite have been contracted to run the activity.)

### ***Climbing Crag***

The climbing crag may be booked by any groups camping at Biblins. All groups must be accompanied by one of our qualified instructors.

Individuals are not permitted to access the crag

### ***Alcohol, drugs and other intoxicants***

Biblins Campsite has adopted and will adhere to the Woodcraft Folk Drug and Alcohol Policy. For further details, please see:-

<http://woodcraft.org.uk/resources/drugs-alcohol-tobacco-and-intoxicating-substances-policy>

### ***Dogs***

Dogs are NOT PERMITTED at Biblins Camp Site. Only registered assistance dogs will be allowed to camp, or stay in any of the buildings at Biblins.

Members of the public are permitted to walk their dogs along the public footpath, through the centre of the site. All such dogs are required to be kept on a lead and their owners are required to pick up after their dogs. Please report any irresponsible dog owners to the duty warden.

### ***Site restrictions***

Biblins campsite is predominantly for school, youth and community groups and as such we only accept non youth and community groups during Herefordshire school holidays and the autumn

term. This includes Easter break, spring half term and summer holidays through to the end of October.

Woodcraft Folk does not accept bookings for stag or hen parties due to the risk of disturbing other guests and our neighbours.

## **DATA PROTECTION**

For the purposes of data protection legislation for data relating to your booking ("Personal Data"), Woodcraft Folk is the Data Controller and Biblins Campsite is the Data Processor.

We will retain any Personal Data collected on your behalf for no longer than is reasonably required for record keeping, complying with legal obligations and resolving disputes. Any Personal Data we have identified as sensitive will be password protected prior to storage.

Please view our [Privacy Policy](#). If you have any questions or concerns about Data Protection please email [data@woodcraft.org.uk](mailto:data@woodcraft.org.uk)

These Terms were last updated on 01/04/2026.