

Forest Explorer Camp Terms and Conditions

We want to make sure your stay with us is fabulous, relaxing and an enjoyable experience. It's important to us that everyone has a wonderful time and would like to come back to our lovely site time and time again. Of course that means there needs to be some rules and conditions – and these are designed to help you have a great time by helping us to be as efficient as possible. We've tried not to make them too onerous, nor too long.

1. Payment

Full payment must be made at least 28 days before your booking. In case of late changes to Coronavirus guidance, we are offering complete flexibility to move bookings for up to 18 months, subject to availability of pods.

2. Cancellation

If it is necessary for you to cancel or amend your booking, please inform Suntrap in writing as soon as possible. Cancellations or amendments will only be in place once Suntrap has responded to your request.

3. Accommodation

You must use your accommodation, the Ken Hoy Lodge and its contents with care and leave all in a clean and tidy condition on departure. Suntrap Forest Centre reserve the right to charge you for any missing items or damage. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, maintenance work or housekeeping. We will always seek your permission, where possible, prior to entering the accommodation.

The maximum number of guests in each eco-pod must not exceed four persons.

4. Smoking

Smoking on any part of the Suntrap site is prohibited.

5. Parking

Please note we will not be held responsible for any damage to your vehicle or theft of items from your vehicle whilst your vehicle is parked at Suntrap Forest Centre.

6. Noise

Please be aware that our neighbours have livestock in the surrounding fields.

Due to the tranquillity of our environment, we ask that everyone is considerate and keeps the noise to a minimum after 10pm, and that you do not play amplified music in the field at any time.

7. Use of play equipment in the Suntrap grounds

You are welcome to use the play equipment in the grounds, but do so at your own risk. Children should be supervised at all times when using this equipment.

8. Safety on site

Areas on the Suntrap site can be hazardous, including deep water; please ensure that children and vulnerable persons are appropriately supervised at all times.

Areas including the pathways, decking and grass can be slippery when wet; please be careful in these instances and do not run.

Due to uneven surfaces, it is advised that sensible footwear is worn. Please be advised that heels and flip flops are not advised.

9. Not included

Bed linen (including sheets, duvets and pillows) not included.

Towels not included.

Arrival

Arrival is between 12.30-13.30 on day one.

If you miss your arrival time unfortunately, we cannot wait for you to start our first activity.

Departure

We ask all visitors leave the eco-pods in the condition in which they found them. Please note if the accommodation is left in an unacceptable condition there will be additional cleaning charges. Pods must be emptied of your belongings and vacated by 09:30. We ask that you leave the site by 13:30, following your final activity and packed lunch.

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