

The Small Print

Legal Stuff & Contacting Us

The Little Hide is a trading name of York Camping Pods, which is owned and run by Donna Harper as a separate entity to The Willow House Caravan Park. Facilities are shared however, and the two businesses run happily alongside each other.

The Willow House site is owned by Willow Estates Ltd and houses the following businesses: Willow House Caravan Site, York Camping Pods T/A The Little Hide, The Farm Shop & Cafe Ltd, Two Jays Catering Ltd and Yorks Wonderland Ltd.

The legal address for York Camping Pods is: The Romer, Sutton Road, Wigginton, York, YO32 2RB. This is not the address for the site however, and coming here will not get your stay at The Little Hide off to the best of starts (arguments about not listening, reading maps and all that stuff!). You can however post things to us here, or you can send them to the Willow House address too if you like.

Our telephone number if you would like to call us for anything is +44 (0) 77 131 94 299. We don't have a landline as we are not often in one place and we want you to be able to get hold of us whenever you need us - especially if you have a problem during your stay at the Little Hide. You can also email on relax@thelittlehide.co.uk

The Little Hide Terms and Conditions

By making a booking @ The Little Hide, you are agreeing to these Terms & Conditions.

1. Occupation Limitation

1.1 Occupation must be limited to a maximum of two adults, over the age of 18 years. The site is an adult only site and children will not be permitted beyond the Farm Shop.

1.2 The Agreement is personal to the Visitor. The Visitor must not use the Accommodation except for the purpose of a holiday by the Visitor and the Visitor's party during the Holiday Period, and not for any other purpose or longer period.

2. Loss of Visitor Property

2.1 Except as indicated below, The Little Hide cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Visitor or members of his or her party during their stay at the Accommodation. The Little Hide excludes liability for loss or damage to any belongings, or for death or injury sustained to the Visitor or members of his or her party during their stay at the Accommodation except to the extent that such injury or loss or damage to any belongings is caused by the negligence or default or breach of The Little Hide of any duty.

2.2 The Visitor shall be liable for and indemnify The Little Hide against any liabilities, damages, claims, costs, losses (whether direct or indirect and including loss of profits) and expenses incurred or paid by The Little Hide arising from the Visitor's use or occupation of the Accommodation which arise from any breach by the Visitor of his or her obligations under the Agreement or from any negligence or wilful default of the Visitor and/or the Visitor's party.

3. Pets

3.1 There are 3 dog friendly pods on site. A maximum of 2 dogs per pod is permitted, if the extra charge for cleaning is paid.

3.2 Dogs are not permitted to be left in the pod unaccompanied for any duration.

3.3 Dog owners are responsible for providing all the equipment needed for the dog, and for cleaning up after it.

3.4 Dogs are not permitted on the furniture, and any damage to the furniture or Pod, is to be paid for by the Visitor, at the cost of the item plus 20% to cover our time and costs.

4. Right of Entry

4.1 The Little Hide and/or its agents reserve the right to enter the Accommodation at any reasonable time for reasonable cause. This includes the undertaking of unforeseen (internal and external) remedial repairs together with any annual external re-decoration for which access to the inside of the Accommodation may be required. External windows and doors may be opened during this process. We will offer you reasonable compensation for any foreseeable inconvenience or loss of enjoyment caused on that day.

5. Visitor Obligations

5.1 The Visitor undertakes to keep the Accommodation in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to The Little Hide the value of any part of the Accommodation so destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported as soon as possible.

5.2 Fees for damage will be charged to the Party Leader as follows:

- Call Out of Wardens between 7pm and 8am @ £20 per call out (Call Out can be by someone else on site or due to excessive noise etc)
- Extra Cleaning over and above the norm @ £15 per hour
- Repairs @ £15 per hour
- Professional Repairs @ rate charged by Professional plus 20% to cover our time and costs
- Replacement of fixtures/fittings/furniture/decorative items @ cost of item plus 20% to cover time and effort to replace
- Damage to bedding @ £10 to cover specialist cleaning or replacement items

5.3 The Visitor must allow The Little Hide and/or its agents to enter the Accommodation to inspect the state of it, on reasonable notice, except in emergency when immediate access must be granted.

5.4 The Visitor must not use the Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to The Little Hide or to any neighbours.

5.5 The Visitor and his or her party must comply with any general regulations relating to the campsite. Such regulations will be found in the site brochure at the campsite reception and on the website. Typical examples would include any local conditions regarding parking, noise, waste disposal, recycling and so on.

5.6 Smoking, cooking or open fires are not permitted inside the Pods, or on the picnic tables. There is a specific area provided for BBQ's and camping stoves on the deck of each Pod, as well as the rocks, which are to be used by all Visitors.

5.7 There is only one double mains socket within the Pod – please only have 1 major appliance plugged in at any one time. For example, please do not boil the kettle while the heater is on at the same time.

6. Property Cleanliness

6.1 The Visitor agrees to ensure that the Accommodation is left reasonably clean and tidy. The Visitor agrees to pay an additional reasonable charge to cover the expense of additional, unusual cleaning required because the Visitor fails to comply with this Clause. Cleaning will be charged @ £15 per hour, plus any extra expenses for professional services or hire.

7. Weather

7.1 In the event of a Severe Weather Warning the Pod/Tent/Cabin may have to be vacated. A credit will be offered against a later stay, but The Little Hide will take no responsibility for finding alternative accommodation and excludes liability for any cost incurred by the Visitor in relation to this alternative accommodation.

7.2 If, prior to the Holiday Period, the Accommodation becomes inaccessible due to bad weather The Little Hide will take reasonable steps to inform the Visitor. A credit will be offered for a later stay.

8. Comments/Complaints

8.1 Every reasonable care will be taken to ensure that the Accommodation is presented to Visitors to a high standard. Should the Visitor find on arrival that there is a problem, or cause for complaint, the Visitor should immediately contact one of the campsite staff. Reasonable steps will then be taken to assist the Visitor. The Little Hide will not normally make any refunds in respect of complaints made after the Visitor's departure from the Accommodation if the Visitor did not make the complaint or the problem known to the local contact during the holiday. If the Visitor wishes to comment on his or her stay they should inform a member of the campsite staff, or alternatively they should write to: The Little Hide, The Romer, Sutton Road, Wigginton, York, YO32 2RB.

9. Arrival and Departure Times

9.1 Adherence to the arrival and departure times forms part of the Agreement and any stay that extends over this period will be subject to a charge being made for additional days. Arrival time is after 1:00 pm on the first day of the holiday and Departure time is before 10:00 am on the last day of the holiday. In case of an arrival outside the listed hours, for example due to an unplanned event, the campsite staff should be notified at the earliest available opportunity. A fee of £5 may be charged for early or late arrival.

9.2 The Visitor will be issued with a set of keys to the Accommodation on the first day of the Holiday Period and the Visitor must return them on the last day of the Holiday Period or the date of departure, if earlier. Failure to do so will incur the cost of a replacement set @ £15.

10. Right to Evict

10.1 The Little Hide reserves the right to ask the Visitor and his or her party to leave the property (without compensation being payable to the Visitor or any member of his or her party) if this is deemed necessary by The Little Hide where if there is a serious breach by the Visitor of the Agreement or their behaviour is such as to endanger the safety of other visitors or members of staff. If any complaints are made of anti-social behaviour or unreasonable breakages or damage occurs or smoking/open fire/cooking restrictions are not observed we shall give the visitor an opportunity to rectify the breach and failure to do so shall entitle the Little Hide to terminate the agreement.

11. Failure to exercise

11.1 The fact that The Little Hide does not exercise any of its rights under the Agreement in any particular incidence of breach or default by the Visitor shall not constitute a waiver by The Little Hide of such right in that or any subsequent incidence.

12. Notices

12.1 Notices shall be sufficiently served if sent by pre-paid first class recorded delivery letter to the address appearing in the Booking Form or such other address as each party may from time to time have communicated in writing to the other.

Any notice to be served on the Visitor under the Agreement may be given during the Holiday Period by delivery through the letterbox or putting under the front door of the Accommodation and shall be deemed to have been received upon the expiration of 24 hours after service.

13. Severance

13.1 If any provision of this Agreement is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions and the remainder of the provision in question shall not be affected.

14. Rights of Third Parties

14.1 The Contracts (Rights of Third Parties) Act 1999 might give rights to third parties who are not parties to this contract. The parties agree that this will not apply and that, subject to clause 1.2, only those signing the contract shall have rights and obligations under it.

15. Headings

15.1 The headings in this document are included only for convenience, and do not affect the meaning of the clauses to which they relate.

16. No Tenancy

16.1 The Agreement is for the Holiday Period and is not intended to create the relationship of Landlord and Tenant between the Visitor and The Little Hide. The Visitor shall not be entitled to a tenancy, or to any assured shorthold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or upon termination of the Agreement.

17. Governing Law

17.1 The construction, validity and performance of the Agreement shall be governed by the law of England and Wales and both parties submit to the non-exclusive jurisdiction of the UK Courts.

18. Privacy Policy

Any information about yourself that you provide to The Little Hide will only be used by The Little Hide in accordance with its privacy policy. The privacy policy does not apply to third party sites.

18.1 General: The Little Hide is committed to safeguarding your privacy on-line. The purpose of this Privacy Policy is to tell you what personal information The Little Hide collects about you and the purposes for which it processes this information. This Privacy Policy does not apply to third party sites which The Little Hide site links to.

18.2 Information Collected: Personal information about you is collected when you register or fill in a form, place an order for goods, on The Little Hide website or when you send an e-mail to The Little Hide. This information will be used for the purpose for which it is provided, unless you are informed otherwise at the time of giving the information. You may inform The Little Hide at any time if you wish it to cease using your personal information. The Little Hide will from time to time also collect information about you that does not reveal your identity. It will use this information for editorial purposes and occasionally for other internal purposes. At all times it will be used in aggregate form and will not be connected to any name, address or other personal identifying information.

18.3 Use of Personal Information: The Little Hide processes personal information in order to conduct market research surveys, run competitions and provide you with information about products and services on offer and process your orders for such products and services. The Little Hide may from time to time use your contact information to tell you about news or events run by The Little Hide or one of its strategic partners. You may opt out of receiving such mailings either when you register with The Little Hide or at any time afterwards. The Little Hide may also contact you with important information about your registration details even if you have opted out of receiving promotional e-mails.

18.4 Disclosures: The Little Hide might disclose your information under strict terms of confidentiality and restriction of use to partners of The Little Hide who supply services on behalf of The Little Hide and who require to process personal data in order to provide such services. When you use The Little Hide services you consent to the disclosure of your personal information to The Little Hide's partners for this purpose. The Little Hide will not disclose any of your personal information to any other third parties without your express consent.

18.5 Use of Cookies: Cookies are small amounts of information that are sent to and stored on your computer. They are used to identify you when you visit our site and to make the site more convenient and pleasurable. Cookies are used to remember user names, passwords and preferences and to deliver a faster and more personalised service. The Little Hide's website may contain adverts created and provided by a third party. These adverts may place cookies on your computer that collect information about you and your use of the Internet. The Little Hide does not control the collection or use of your information by such advertisers and this Privacy Policy does not apply to such information.

If you do not wish to have cookies placed on your computer you can disable cookies on your Internet browser. Turning them off, however, might mean that you will not be able to enjoy The Little Hide website to its fullest.

18.6 Links: There are links to The Little Hide website on third party websites over which The Little Hide has no control. The Little Hide accept no responsibility or liability for any third party practices on third party websites. The Little Hide advises you to carefully read third party privacy statements prior to use of their sites.

18.7 Right to Data: You have a right to know about the personal information The Little Hide holds about you. You also have a right to have your data corrected or deleted. Please address all of your requests and / or queries about data held by The Little Hide to: York Camping Pods, The Romer, Sutton Road, Wigginton, York, YO32 2RB

Available to see by the Public 24/7 on www.thelittlehide.co.uk/the-small-print/