



## **Broadland Sun Association Ltd**

### **Camping and Holiday Booking Terms and Conditions**

Welcome to Broadland Sun Association Ltd (“we”, “our”, “the Campsite”).

By booking, visiting, or using any facilities at our naturist campsite, you (“you”, “the guest”, “the visitor”) agree to the following Terms & Conditions. Please read them carefully before making a booking or entering our campsite.

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#### **1. About Us**

Broadland Sun Association Ltd

Address: 31 Brickle Road, Stoke Holy Cross, Norwich, Norfolk, NR14 8NG

Contact: [info@broadlandsun.co.uk](mailto:info@broadlandsun.co.uk) | 07936 359140

VAT no GB 794946951

We operate the campsite as part of our naturist members’ club in the United Kingdom. Our club promotes body-positivity, respect, and social nudity in accordance with British naturist principles.

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#### **2. Eligibility & Admission**

- Admission is at our discretion.
- Guests must be 18+ unless accompanied by a parent or legal guardian.
- Photographic ID & formal evidence of residential address required on arrival
- We may refuse entry or remove anyone who breaches these Terms or behaves inappropriately or contrary to our Code of Conduct.
- In all cases, the number of people checking in for a booked holiday or stay must match the identity and number indicated on the booking form. Failure to comply will invalidate your booking and access will be denied.

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#### **3. Naturism Policy**

This is a naturist campsite.

By staying at or visiting the site, you agree to:

- Respect others' comfort and privacy
- Avoid sexual behaviour, sexualised conduct, or harassment of any kind
- There should be no photography or videoing in any public areas

Inappropriate sexual behaviour will result in immediate removal from the site without refund.



#### 4. Bookings & Payments

- Bookings are not confirmed until payment is received. A minimum of 48 hours is required after payment & booking confirmation before access to our site is permitted.
  - Prices include VAT where applicable.
  - You are responsible for ensuring booking details are correct.
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#### 5. Cancellation & Refund Policy

##### Guest cancellations

Your online booking payment includes a non-refundable deposit of 25%. However, if you cancel your booking no less than 72 hours prior to your arrival, you will receive a refund of 75% of the total amount paid. Cancellations less than 72 hours prior to your arrival will not be refunded.

No reimbursement can be made to holiday visitors who shorten their stay, where one or more member of a party is unable to stay or where guests do not arrive.

We strongly recommend visitors to consider taking out holiday insurance to cover events such as cancellation or early departure.

##### Campsite cancellations

We may cancel bookings due to safety, weather, or operational issues. In this case, you will receive a full refund or the option to rebook.

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#### 6. Camping unit size

At time of booking, it is your responsibility to inform us of the correct dimensions of your unit (overall size when pitched, including awnings, gazebos and the like). You must inform us immediately of any changes *prior* to arrival.

**Failure to inform us of the correct size of your unit may mean we cannot accommodate you on your arrival date.**

**We reserve the right to charge oversize units for a double pitch.**

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#### 7. Camping pitches

Camping pitches are clearly marked with white marker posts. Pitches are laid out according to fire and safety regulations to ensure 6m between units – you must only camp within your allocated pitch.

To comply with all fire and safety regulations, pitch markers must not be moved or interfered with. Your unit must be pitched with the right/offside rear corner as close as possible to, and no further than 1m away from, the pitch marker.

Please note: The use of grey water filter outlets (example in this image) is not permitted. All grey water must be caught in a dedicated receptacle and emptied into one of the appropriate disposal points near the toilet blocks. Units lacking such receptacles will not be accepted



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## 8. Arrival, Check-In & Check-Out

### Camping visitors:

- Check-in: 14.00 (earliest)

***Latest Check-in: 18.00 unless by prior arrangement with Duty Warden (telephone Warden if delayed en route)***

- Check-out: 11.00 (latest)

### Holiday van hire

- Check-in: from 16.00
- Check-out: 10.00 (latest)

***Late check-out may incur charges.***

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## 9. Site Rules

To ensure a safe, comfortable environment:

- Keep noise to a reasonable level
  - No open fires at any time
  - No littering; use recycling points where available
  - Pets allowed (most areas) –kept under control at all times
  - Speed limit for vehicles on site: 5mph
  - No cars on camping fields – park in car park (except disabled drivers)
  - No illegal substances or activities are permitted
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## **10. Conduct & health and safety**

Guests agree to:

- Respect other campers, staff and club members, and the natural environment
  - To follow our Code of Conduct
  - Supervise children at all times
  - Follow staff instructions in emergencies
  - Use facilities responsibly
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## **11. Privacy & CCTV**

- We operate CCTV inside our Office/Reception building only for safety and security reasons.
  - Personal data is processed according to our Privacy Policy (available on request or via our website).
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## **12. Photography & Mobile Devices**

- No photography or filming is permitted.
  - Devices should not be used in a way that invades privacy or appears to record others.
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## **13. Safeguarding**

1. Upon arrival, for safeguarding purposes, visitors will be required to show photographic proof of identity and proof of address to the Warden. A current driving licence is preferable or passport and current utility bill. Failure to provide ID will result in access being denied to the site.
  2. All visitors are required to wear a coloured wristband that is supplied on check in – this must be worn at all times when you are on site for the duration of your stay
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## **14. Liability**

- Guests stay at their own risk.
- We are not liable for:
  - Loss, theft, or damage to personal belongings.
  - Injuries caused by terrain, wildlife, or natural hazards.
  - Accidents arising from failure to follow site rules.
- We are not liable for injuries caused by misuse of equipment or disregard of health and safety guidelines.

Nothing in these Terms limits liability for death or personal injury caused by our negligence.

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### **15. Property Damage**

- Any damage to property, facilities, or equipment caused by you may result in charges.
  - Please report accidental damage immediately.
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### **16. Complaints**

If you have a complaint, please report it to the Warden as soon as possible so we can resolve it promptly.

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### **17. Changes to These Terms**

We may update these Terms occasionally. The version posted on our website at the time of your visit or stay applies.

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### **18. Governing Law**

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.