

The Open Camping Village

Terms and Conditions

We reserve the right to ask you to leave at any point of your stay if the behaviour of any member of your party is unacceptable to us and no refund of monies will be paid.

Booking Conditions

These Booking Conditions set out the terms and conditions that apply between: (i) you, as the booker of accommodation at The Open Camping Village for The 153rd Open in 2025 ("**The Open**") and, where you are not the booker, to you as a guest at The Open Camping Village ("**you**" or "**your**"), and (ii) us, GTS Events Limited, a company registered in England under the Companies Acts with company number 04955521, trading as The Open Accommodation Bureau ("**The OAB**", "**we**", "**us**" or "**our**"). The registered office address for The OAB is SEAMOS House, Brooks Drive, Cheadle Royal Business Park, Cheshire, SK8 3SA.

Booking your accommodation

When you book your accommodation, each individual in your party must already hold a valid ticket for The Open. Each ticketholder is entitled to book accommodation for the evening before and the evening of each day for which their ticket is valid. For example, a ticket valid for Saturday, 19 July 2025 permits the ticketholder to book accommodation on Friday, 18 and Saturday, 19 July 2025. You must report to reception upon arrival and present to The OAB your booking confirmation and corresponding ticket for The Open. You may check-in to your accommodation from 3pm until 8pm on the day of your arrival and you must checkout by 10am on the day of your departure when you must leave your accommodation and the area on which it is pitched in a clean and tidy state.

Camping for Under 25s Eligibility

To be eligible for free camping, you must hold the following ticket category:

- (a) a "Kids Go Free" Junior (under 16) ticket, however, no access will be permitted to children under 16 years of age unless they are accompanied by a responsible adult over the age of 18 who holds a valid Youth (16-24) or Adult ticket. Please note that children under 16 years of age admitted to The Open Camping Village must be accompanied at all times by, and shall be the responsibility of, the accompanying adult; or
- (b) a Youth (16–24) ticket.

Camping payment for Under 25s

There is no charge for the camping itself.

Camping payment for Over 25s

You agree to pay the total camping fee in full immediately following receipt of our invoice (which shall be provided on booking).

Security Deposit

At the point of booking you must pay a refundable security deposit of £100 per tent ("**Security Deposit**") to The OAB. The Security Deposit shall be refunded in full if a clean and undamaged tent has been returned to The OAB and no damage has been caused by you, your party or your guests to (i) The Open Camping Village, (ii) your accommodation and/or (iii) any equipment at The Open Camping Village, as determined by The OAB acting reasonably. As soon as reasonably practicable following your departure, and in any event no later than 11 August 2025, we shall refund your Security Deposit or advise you if the Security Deposit will not be refunded (in full or in part).

We reserve the right to refuse any booking. Bookings are not transferable to any other person(s). Once you have: (i) booked accommodation for you and your party, (ii) paid the

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Security Deposit (in full), and (iii) agreed to these Booking Conditions (including any other reasonable terms and conditions notified to you in advance by The OAB), a contract will exist between us (the "**Contract**"). These Booking Conditions apply to you and all members of your party (including any guests) and it is your responsibility to ensure that you and all members of your party (including any guests) read these Booking Conditions and are made aware of the obligations and responsibilities that exist herein.

These arrangements are effective from the date the Contract is formed until we have either returned your Security Deposit, or notified you that your Security Deposit shall not be returned. We will issue a proposal document to you confirming your accommodation details and receipt of your Security Deposit ("**Proposal**"). Please check all paperwork that we send you carefully and contact us immediately if you have any queries on the Proposal.

Payments can be made via credit card, American Express, MasterCard, Visa and Visa Debit are accepted.

Special requests/assistance, car parking facilities and prohibited items

Special requests should be indicated to us at the time of booking. In some cases, an extra charge may be payable to facilitate a special request. Whilst we will use reasonable endeavours to accommodate special requests, they cannot be guaranteed unless The OAB confirms this to you in writing.

Any guests with restricted mobility, particular care requirements or disabilities should notify The OAB at the time of booking to ensure that any reasonable adjustments can be made before your arrival (including parking reservations for Blue Badge holders).

Subject to availability, The OAB will use reasonable endeavours to provide one (1) car park space per group booking if requested (at an additional cost). For the avoidance of doubt, guests that are Blue Badge holders do not have to pay for parking however The OAB requests that Blue Badges are visible (or are made available for inspection) when arriving on site. No cars shall be parked near or adjacent to the tents.

A full list of prohibited items will be supplied to you along with details of your parking after we have accepted your booking and received your Security Deposit and any fee (in full) ("**Booking Acceptance**").

Cancellation by you

If you wish to withdraw from the Contract because you do not accept these Booking Conditions then you may do so by informing The OAB in writing immediately after placing your booking and we shall reimburse any fee that you have paid to us and Security Deposit within thirty (30) days from the date your notification is received. In any event, the right to cancel your booking pursuant to this paragraph must be exercised no later than thirty (30) days after your original order confirmation. No refund will be available on cancellations made after Sunday, 01 June 2025 or in the event of a 'no show'.

During your stay at The Open Camping Village, you may cancel the Contract with immediate effect by giving us notice if:

- (a) we breach this Contract in any material way and we do not correct or fix the situation following your request for us to do so; or
- (b) we are affected by circumstances outside our reasonable control which may entitle you to a refund, as set out under the heading "Changes for reasons beyond our control" below.

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Changes/Cancellations made by us

From time to time we may have to change your accommodation arrangements and if so, we will notify you as soon as reasonably possible. If changes made before departure will have a significant effect on your stay we will offer you the opportunity to decide whether you wish to:

- (a) withdraw from the Contract, without penalty, receiving a full refund of the Security Deposit and any fee that you have paid to us; or
 - (b) accept the changed arrangements and continue with your booking.
- ("significant" for the purpose of this clause includes a change to the level or style of accommodation provided and/or if the facilities offered on arrival significantly differ from the facilities originally booked (therefore lowering the standard of your accommodation)).

We reserve the right to require you and/or your party to leave The Open Camping Village (without compensation being payable or any money being repaid) where, in the reasonable opinion of The OAB:

- (a) you, your party or your guests are in breach of the Contract;
- (b) the behaviour of you, your party or your guests is, or could be considered to be, dangerous, offensive, a nuisance or annoying to other guests, members of staff or security personnel. For example, if you appear to be under the influence of alcohol and/or drugs and/or are acting aggressively, or if you fail to obey any conditions of use, posted signs or instructions of members of staff and/or security personnel;
- (c) any complaints are made against you, your party or your guests in respect of anti-social behaviour; or
- (d) you, your party or your guests cause damage to any equipment or property at The Open Camping Village, or do not observe any of the obligations set out under the heading "Your responsibility" below.

Purchasing an Official Package:

If you have purchased an official ticket and campsite accommodation as part of a package (an "**Official Package**") and you choose to exercise your cancellation rights under these Booking Conditions, you shall only be permitted to cancel the Official Package in its entirety (i.e the official ticket and the campsite accommodation together). You cannot separate, cancel or request a refund for an individual component of the Official Package you have purchased.

Changes for reasons beyond our control

The OAB may decide that some changes to or cancellation of the Contract may be necessary or required due to unusual and unforeseeable circumstances, which neither we, The R&A, nor our respective suppliers could reasonably foresee or avoid. These circumstances include but are not limited to industrial disputes, closure or congestion of ports or airports, road blockades, unavoidable technical transport problems, war, civil unrest, terrorist activity, natural or nuclear disaster, , overcrowding, default, act or omission of our suppliers or any land owner, epidemic, pandemic or health emergency, outbreak, illness, virus or disease, adverse weather conditions or similar events which result in: (i) the cancellation or postponement of The Open, (ii) the staging of The Open behind 'closed doors' with no access to the Camping Village, or (iii) the staging of The Open at reduced capacity with a limited number of guests being admitted to the Camping Village. If your booking is cancelled by The OAB in these circumstances, any fee paid by you to The OAB, including the Security Deposit, will be refunded in full and this will be the only liability that we have to you.

In reference to adverse weather conditions, to clarify, this includes persistent heavy rain which results in the flooding of tents provided or The Open Camping Village as a whole and it is your responsibility to find alternative accommodation for yourself or any members of your party. If you are required to find alternative accommodation under this provision any fee paid to The OAB, and the Security Deposit will be refunded in full.

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Our liability to you

Nothing in this section limits or attempts to limit our liability for:

- (a) death or personal injury caused by our negligence; or
- (b) fraud or fraudulent misrepresentation; or
- (c) any breach of the obligations implied by Section 2 of the Supply of Goods and Services Act 1982 and/or any corresponding or equivalent national laws or regulations or any laws and/or regulations implementing, amending or replacing this legislation; or
- (d) any other liability which may not be limited or excluded by law.

Subject to the matters detailed above, if we fail to comply with these Booking Conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of these Booking Conditions or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were in the reasonable contemplation of you and us at the time we entered into this Contract.

Admission to The Open Camping Village and camping is at your own risk. To the furthest extent permitted by law, The OAB will not be held liable for any loss, injuries or damages sustained at The Open Camping Village and/or The Open including but not limited to damage, theft or losses to property and motor vehicles, if the cause is due to the negligence of you, your party or your guests, or the actions of other patrons or third parties or circumstances outside our control (as set out under the heading "Changes for reasons beyond our control" above).

Liability of suppliers

Some of the services which make up your stay are provided by independent suppliers. Those services are provided in accordance with the terms and conditions of those independent suppliers ("**Third Party Terms**"). Some of those Third Party Terms may limit or exclude the independent supplier's liability to you. Copies of those Third Party Terms shall be available on request from The OAB or the supplier concerned. For the avoidance of doubt, We are not liable for any acts or omissions of such third party suppliers.

Your responsibility

As the person booking the accommodation for The Open Camping Village, you are responsible for the behaviour of all members of the party whilst at The Open Camping Village. We want all of our guests to have an enjoyable stay but you must remember that you are responsible for your actions and the effect they may have on other guests in The Open Camping Village. You must: (i) abide by rules issued by the management of The Open Camping Village, (ii) take reasonable care of the accommodation and, (iii) take precautions for your own safety. If we (or another person in authority) believe that your actions could upset others or put them at risk or in danger, or damage property, or be illegal/unlawful (including but not limited to the taking of illegal drugs or substances), we may end your stay. This could mean you are prevented from using the accommodation we have arranged for you. It may also mean that we will not accept a future booking from you. If this happens we will not pay compensation, damages or any other cost or expenses you may incur as a result. You must not use The Open Camping Village for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to other users or to any neighbours or to take any illegal drugs. Any wilful damage to The Open Camping Village or other property will result in you being asked to immediately leave. If you are asked to leave under any of the circumstances set out in this paragraph, any fee that you have paid to The OAB and the Security Deposit will not be refunded, you may be refused entry to The Open

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and you may be asked to pay for any additional costs or expenses to us, The R&A or to any other person who has suffered loss or damage as a result of your actions.

Please note that BBQs, gas stoves, campfires (including the burning of plastics) or cooking equipment of any type, fireworks, generators, flying lanterns and flares are not permitted at The Open Camping Village ("**Prohibited Articles**"). Commercial, promotional and trading activities are not permitted at The Open Camping Village (without express prior written permission of The OAB). No animals are allowed at The Open Camping Village, with the exception of registered guide dogs.

To protect your own safety and those of other guests, please act responsibly. Medical treatment at The Open Camping Village is your responsibility. You must ensure children in your party are properly supervised at all times, in all areas of The Open Camping Village and we ask that unaccompanied children do not wander around The Open Camping Village.

The OAB reserves the right to impose health and safety related protocols which guests of The Open Camping Village must comply with during their stay at The Open Camping Village that The OAB considers appropriate or that it might be required to implement.

Our additional rights

In addition to the right to terminate the Contract as set out above, we reserve the right to:

- (a) refuse admission in any circumstances;
- (b) immediately evict any person in breach of these Booking Conditions or any other terms of entry, committing a criminal offence, behaving in a disorderly manner or in a way that has an adverse effect on public safety, or behaving in an anti-social manner or in a way that causes a public nuisance;
- (c) evict all members of any group of persons where that group is behaving in a persistent anti-social manner;
- (d) refuse entry to any person who attempts to enter The Open Camping Village with unofficial merchandise, contraband goods, Prohibited Articles and / or any other prohibited items specified by The OAB in its Booking Acceptance.

Tickets: Tickets will be issued subject to R&A Championships Ltd Ticket Terms and conditions. Such terms and conditions must be accepted by you during the booking process and copies of such terms and conditions can be found at <https://www.theopen.com/tickets-and-hospitality/tickets/terms-conditions>

Data protection and your privacy

In order to process your booking and to help The OAB provide you with a more personal service we may collect certain information from you, including (where applicable) [name, address, age of party members, credit/debit card or other payment details, mobile phone numbers, health and mobility related information, and any other special requirements which may affect your arrangements]. Your information and the details of your guests will be passed to R&A Championships Limited, a company registered in Scotland under company number SC247047 and having its registered office at Beach House, Golf Place, St Andrews, Fife KY16 9JA ("**The R&A**").

We take full responsibility for ensuring that proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as requested by law. Under the General Data Protection Regulation ((EU) 2016/679) and the Data Protection Act 2018 (as amended) ("**Data Protection Legislation**") The R&A is the data controller. GTS Events Limited shall comply with all the obligations imposed on a data

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processor under the Data Protection Legislation. For information about how The R&A process your personal information please refer to the Privacy Policy at www.stayattheopen.com.

As a condition of the Contract you, your party and your guests consent to being filmed, photographed and recorded for television, radio, webcast and other public broadcast in any medium and/or for any video or DVD as part of the audience and/or by any CCTV cameras and recordings at The Open Camping Village for security purposes. This may include use of footage and images by The R&A for marketing purposes and includes footage and images broadcast or published by The R&A and by third party rights holders. Where you are the responsible adult accompanying a Junior and you are their parent or guardian, you consent to their images being taken and used in accordance with the provisions of this paragraph. Where you are the responsible adult accompanying a Junior and you are not their parent or guardian, you must obtain the consent of the child's parent or guardian for the images of such child to be taken and used in accordance with the provisions of this paragraph.

Your vehicle may be searched by security personnel or police officers at the vehicle gates on entry to the car parks, in the car parks themselves or anywhere at The Open Camping Village. You may be searched in the car parks or at the entrance to The Open Camping Village. Any items which we consider may be used in an illegal or offensive manner shall be confiscated. Persons suspected of carrying out illegal and/or offensive activities at The Open Camping Village may be searched. Anyone resisting confiscation of disallowed items or disregarding the conditions of this paragraph will face eviction from The Open Camping Village.

If you have a complaint

If you have any reason to complain, you should complain as soon as possible to a member of staff or to the accommodation management who will take reasonable steps to resolve the problem. If you are not satisfied with how your complaint was dealt with, please contact The OAB as soon as reasonably possible. A delay in contacting The OAB may prevent it from investigating the points you raise fully and therefore affect the remedies which may be available to you. The address to send your complaint to is: GTS Events Ltd, SEAMOS House, Brooks Drive, Cheadle Royal Business Park, Cheshire, SK8 3SA (marked for the attention of the Head of Legal).

To the extent permitted by law, your Contract will be governed by English law and any disputes should be referred to the Courts of England.