

# Booking Conditions

Please read and sign the Booking Conditions below

## Booking Conditions

A Booking constitutes a legal contract

- Once we have confirmed the booking you are responsible for the total pitch fees.

### CANCELLATION PLAN

No refunds are given, except under the terms of the Cancellation Plan (see below). We therefore cannot emphasise too strongly the wisdom of taking up this insurance. £1 per night premium to be sent with Booking Form and deposit. We guarantee that this payment protects you up to and including the day before your holiday commences against loss of monies already paid (excluding premium) due to redundancy, jury service, accident, injury, illness or death of any member of your party or close relation (supporting evidence e.g. Doctor's Certificate, Redundancy Notice is required).

- We request that bookings are made in writing and must be accompanied by the relevant deposit or balance payment. We will accept telephone bookings providing they are accompanied by credit/debit card payment. We will not accept any responsibility for errors arising from telephone requests. Cancellations or booking amendments must also be notified in writing.
- The Booking is accepted on the strict understanding that persons under 18 years of age are not permitted to drink or buy alcoholic beverages in the on-site bars. Persons so found doing will immediately be expelled from the park together with all persons occupying the same pitch. Young people must bring some form of identification to prove they are over 18 years of age if they wish to drink alcohol in the bars.

- Children remain the responsibility of their parents, guardians or the person signing the booking form at all times.

We reserve the right:

- To refuse admission to the park and all facilities and in such circumstances the contract is discharged.
- To remove any person (and property) who, in our opinion, is not suitable to use the park, or whose behaviour we consider to be detrimental to the interests of our other guests.
- To alter, postpone or cancel any facility for reasons beyond our control – we can only guarantee to do our best to see that all facilities are available as advertised.
- The park and all facilities are used entirely at the guests' own risk. We will not accept liability in respect of any person or property. This includes the laundry facilities and battery charger.
- Single sex groups are not accommodated.
- We do not accept commercial vehicles, migrant workers, travellers or any type of converted transport vehicle; and we may refuse entry to particularly large caravans we deem to be unsuitable.
- Whilst we may accept a booking on payment of a deposit, the balance of fees due on any stay are payable at least 28 days prior to arrival. Should any balance of fees owing not be received when they are due we reserve the right to cancel the holiday, discharge the contract and re-let the pitch at our discretion.
- Dogs accepted on condition that: They are on a lead at all times, they are exercised in the signed "Exercise Areas". Any fouling is collected and disposed of and they are never left on site unattended.

- We cannot guarantee pet free fields, although we endeavour to keep one field free of Dogs.
- We do not accept Go-peds (motorised skateboards) on site.
- Whilst we accept the use of bicycles and skateboards on site, they must be used with due care and consideration for others.

Because of our policy of resting pitches at certain times of the season to keep them in good order, some favoured pitches may not be available in Low and Mid Season.

When requests for specific pitches are received we will endeavour to accommodate them but must emphasise that this is not always possible, particularly when the bookings are for part weeks. Specific pitches cannot be guaranteed and we reserve the right to allocate pitches at our discretion.

We may on occasions move a booking previously allocated to a particular pitch, in order to make best use of our pitches – this may occur even when a specific pitch request has been received.

Pitches are available from 2pm on the day of arrival and must be vacated by 10am on the day of departure.

All late arrivals at the site (any time after reception has closed) must park in the provided area for the night and check in at Reception in the morning.

If a Tow-on has been requested, please ensure that you arrive before Reception closes, in case your van has not been towed out.

I am over 18 years, have read and agree to abide by all park conditions and undertake to pay balance of fees 28 days before arrival date.

Signed.....

Date.....