

## **Booking Conditions for Touring and Tents.**

We cater for families and couples and do not accept bookings from all male/female parties of three or more persons. We also reserve the right to refuse any booking.  
Bookings can be made by telephoning 0191 372 3457 using a credit/debit card .

### **Visitors**

**We are happy to consider any reasonable request. Please speak to us before inviting anyone to avoid the embarrassment of having to ring them up and cancel their visit. We do not allow groups of visitors. Visitors are not allowed on site after 10PM.**

For security and insurance purposes, we have a responsibility to know if visitors are on site. A charge of £3 per adult and £1.50 per child per day or part day is normally levied. Please ask for full details and a **VISITOR FORM**, which must be completed and handed in at reception **before** the visitors arrive.

**VISITORS ARE NOT ALLOWED FRI/SAT/SUN OF A BANK HOLIDAY BECAUSE OF THE HIGH NUMBERS OF PEOPLE AND CARS ON THE PARK**

### **General.**

On arrival you will be issued with “**OUR INCLUSIVE ENJOYMENT LITERATURE**”, which covers housekeeping information and guidelines for your safety.

Barbeques are allowed, however, portable barbeques must be raised at least 6” above the ground to avoid burning the grass. For this purpose, we are happy to supply blocks to elevate your barbeque. Please ask at reception. Please note that the blocks are very heavy, if you need assistance please ask. **Please use BBQ’S in a well-ventilated area i.e. outside any caravan, awning or tent to avoid the risk of carbon monoxide poisoning. Any other type of fire is strictly forbidden.**

Only aertex type groundsheets are permitted on grassed areas. No carpets or other coverings are allowed on top of groundsheets.

The use of a generator is not permitted.

Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into trees.

It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

### **Pitches.**

Pitches are let from 1pm until 12 noon the following day. Campers may be able to stay after 12 noon subject to pitch availability at a cost of up to half the pitch fee. Please ask for full details.

The size of your unit, including any tents must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.

Please advise us if you are likely to arrive later than 6.00pm. If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch, retain your deposit and charge you the balance of your booking.

Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check with Reception. Any guest on the wrong pitch may be required to move.

### **Dogs & other Pets**

If you bring your dog with you when you stay with us we ask that you keep your dog under control at all times.

Clean up after your dog.

Do not leave your dog unattended at any time. We reserve the right to require that the owner remove their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

### **Holiday Behaviour Standards and Termination.**

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children) to adopt the following standards of behaviour:

**To act in a courteous and considerate manner** towards us, and other guests.

**To supervise children properly** so that they are not a nuisance or danger to themselves or others.

You further agree that you will not:

- commit any criminal offence at the Park or undertake any criminal activity
- commit any acts of vandalism or nuisance
- keep or carry any firearm or any other weapon at the Park
- use any unlawful drugs
- create any undue noise or disturbance
- carry on any trade or business while on the Park.

**We do not allow.** commercial vehicles on site. ie vans. Please ask for full details.

Quiet times are between 10pm & 7.30am. Please respect your fellow campers and keep noise to the absolute minimum.

Guests not adhering to these standards may be asked to leave. In these circumstances no refund will be given.

### **Health & Safety.**

We take the well - being and safety of our guests very seriously and we ask that you comply with the following:

The speed limit on the Park is 5mph.

All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the Park.

Guests are not allowed to bring lorries or other commercial vehicles onto the park. This includes towing vehicles.

No recreational vehicles can be used on the park. This includes motorised scooters but excludes mobility scooters.

No mechanical or repair work is to be undertaken on the park

Only 1 vehicle can be parked next to the pitch (unless by prior arrangement). All other vehicles including boats and trailers must be parked in the main parking area.

In the unlikely event of a natural disaster or emergency you will be notified by the park owners/ deputies.

Please make yourself aware of the nearest fire point.

### **Complaints.**

If you have a complaint about anything during your holiday please raise it with Howard or Elizabeth immediately and if you wish to pursue it following your departure please write to us within 28 days of your departure. However we do suggest that you try and complete a report about the complaint while you are on holiday.

**WE RECOMMEND HOLIDAY INSURANCE**