

## TERMS & CONDITIONS 2018

These terms and conditions have been set to ensure that everyone staying here has a safe and pleasant stay! If you have any concerns about this information please contact the office.

### **BOOKING**

Advance bookings are recommended to avoid disappointment. You can make an enquiry via the website or by telephone. A completed booking form and deposit will secure your booking. Booking forms can be found on the website either print out and post it to us with a cheque deposit or complete and return online then pay the deposit via bank transfer directly into our bank account. The deposit is as follows: 1 x nightly rate for 1 or 2 nights stay. 2 x nightly rate for up to 1 week & Bank Holiday weekends. 3 x nightly rate for up to 2 weeks. The deposit is non refundable and will be deducted from the total cost of your stay the balance payment should be made in cash or cheque upon arrival or via bank transfer prior to arrival. There are minimum stays on Bank Holiday weekends, Easter weekend is a 4 night minimum, May Day is a 3 night minimum. Whit is a 7 night minimum and there are only weekly bookings Saturday to Saturday available in the July/August school holidays. Pitches are available from 2pm on the first day of your stay and should be vacated by 11am on your final day (unless by prior arrangement). Please report to the office upon arrival this is usually manned from 10am to 5pm (please contact us to confirm your arrival time if it is not during these times). Please note that the office can be contacted 24/7 however we would respectfully ask that the office hours are adhered to unless in the case of an emergency. Booking prices are available on our website and are subject to change without notice.

### **CHILDREN/OLDER KIDS**

Are most welcome here please remember that it is the parents responsibility to supervise them at all times. There is a dedicated area for children and older kids located at the top of the smaller field where they can play together in day light hours only (however parents should not leave their children here unattended). The wooden frame is for children 6 years and over whereas the tree swing slide is for children under 6 years. The shower block area must not be used as a playground and whilst bikes/scooters etc are allowed on site they must not be used around the shower block area or at the main entrance where they are a hazard to vehicles entering or leaving the site. If children are playing by their own caravan or tent then they should be supervised so as not to cause nuisance to other site users. Ball games are only allowed to be played by your own caravan to prevent other peoples property being damaged.

### **CCTV**

For your safety camera's are located in the office, on both gates and in the playground.

### **DOGS**

Owners are respectfully reminded that not all of our customers are "dog lovers" and whilst dogs are welcome they must be kept quiet, under control and on a lead at all times. Dogs should NOT be left on site unattended at any time, dogs should not be walked around the site particularly around the shower block area and dog fouling must be immediately picked up and disposed of in the skip.

### **ELECTRIC HOOK-UPS**

These are available for all pitches suitable for caravans/motorhomes and for some of our camping pitches. Please specify if you require electric when camping. (N.B. Camping leads must have an RCD the site owners reserve the right to refuse you connecting to the site supply with incorrect equipment).

### **FACILITIES**

Such as the shower block, pot washing area and laundrette have been provided for your convenience please leave them tidy and in the same condition that you would expect to find them. Loose ice blocks may be stored in the freezer but please mark them with your name and only 2 blocks per family.

### **FIRE**

Open fires are not allowed bbq's may be used provided that they are not placed directly on to the grass bbq stands are available upon request. Fire extinguishers are positioned around the site in the case of a fire (please see fire safety instructions attached to the extinguisher) please ensure they are not tampered with and any used extinguishers should be immediately reported to the site office.

### **GROUNDSHEETS**

Placed directly onto the grass should be made of a breathable fabric please note that the site owners reserve the right to refuse plastic ground-sheets.

### **PITCH SPACING**

Each caravan plus awning space, or motorhome, or tent should be at least 3 metres (10') away from any other unit vehicles must not be parked (nor tents/gazebo's positioned) within this space. Vehicles should be parked roadside. Not at the side of the unit one vehicle per pitch additional parking is available upon request. Boat/Jet Ski parking is not allowed on the site. Temporary access to your pitch is allowed for loading/unloading purposes only.

### **PRIVACY**

Privacy of other site users should be considered this is a family site and therefore noise levels should be reduced after 11 pm. The site owners regularly check this and failure to comply may result in termination of your stay.

### **RECYCLING**

Bins are provided for glass bottles, cans, plastics, paper, cardboard etc please use these to keep our environment green! Please rinse dirty containers before placing in the recycling bins.

### **REFUNDS**

These will not be given. You must pay for the dates as specified on your booking form.

### **SITE SECURITY**

The gates to both fields are often closed at 11pm they are never locked however vehicles should not enter the site after this time they may be parked over night in front of the office (please do not block the access road to the site). The main lights in the shower block are switched off at 11pm however night lights are in operation throughout the night.

### **SPEED LIMIT**

Please adhere to the 5 mph speed limit in force. (This applies to all traffic including cyclists !!).

### **WASTE**

A green skip is located at the entrance to the larger field this should be used for household rubbish only (items such as batteries, bbq's and other hazardous waste must not be thrown into the skip). No loose rubbish please all bags must be tightly secured.

### **WATER**

taps are positioned around both fields the water supply is metered so please refrain from using hose pipes and ensure the taps are closed after use.

### **WI-FI**

Provided free of charge. The password is tworeds18 this is a browsing facility only NOT to be used for downloading

### **YOUR PROPERTY**

Your property is left here at your own risk. The site owners can't be responsible for your property whilst on site.