

Terms & Conditions of Booking

- **BOOKINGS**
 - A £25.00 deposit (non-refundable) or 20% (whichever is the greater) must be paid at time of booking.
 - Bookings are only secured by receipt of deposit, and confirmation has been posted or emailed.
 - The balance is payable no later than 14 days before the commencement of your holiday. If we do not receive the balance within this time, your pitch may be re-let. The deposit will not be refunded.

- **PODS**
 - Pods are to be kept clean and tidy. Smoking is prohibited inside the pods
 - One-night stays are valid from Sunday through to Thursday
 - Two-night stays are valid Friday & Saturday
 - There is a minimum of 3 night stays for all Bank Holidays

- **TOURING PITCHES**
 - Occupation of pitches is from 2.00pm on the day of arrival. The latest time of arrival is 9.00pm unless by prior arrangement.
 - Pitches are to be vacated by 11.00am on the day of departure. Failure to do so will incur an additional half day charge.
 - Early arrivals prior to 14:00 are at the discretion of the management and may be contingent upon pitch availability

- **HOLIDAY COTTAGE**
 - Our Holiday Cottage is for the sole use of our booked guests. Parties are not to be held for entertaining additional visitors. All visitors must be notified to the management

- **GENERAL**
 - Everybody must follow any further safety notices / rules that may be posted around the site.
 - The proprietors reserve the right to ask any party to leave, or refuse entry on to the site of any person or persons, where in our opinion they are causing noise / nuisance / annoyance to other guests, or not adhering to any other rules or conditions of the site. If this happens, there will be no refund given.
 - Please keep noise to a minimum in the morning and late evenings.
 - Management must be informed of all visitors to the site.
 - Use care whilst using barbecues, do not burn the grass or hedges, use the bricks provided for disposable BBQs.
 - Keep to the 5mph speed limit throughout the site at all times.
 - Parents are responsible for their children's behaviour at all times, and **MUST** accompany them to the toilet block and use of the facilities in the play area.
 - Friendly dogs are welcome, but must be kept on a lead at all times within the site. Any fouling is to be cleared by the owner and put in the bin provided. Dogs may be let off the lead in the designated dog walking area.
 - While we encourage visitors to see our animals, we ask that children are always supervised, and obey any keep out signs, do not feed the animals unless invited to by the owners, and treat them with respect. Failure to comply will result in your party being asked to leave the site, without any refund.
 - Anyone using the park and its facilities do so entirely at their own risk and we will not accept liabilities for loss or damage to persons and / or property.

- Our intention is to provide you with an enjoyable holiday in a safe clean park. Please help us with this ensuring you place all rubbish in the bins provided, and keep your pitch tidy
- Vouchers (Red Letter Days, BuyaGift) are only to be used for bookings of the PODS. They may not be used in conjunction with any other offer and cannot be exchanged or redeemed for money.
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Cancellation:

- if you cancel your booking more than 28 days before your arrival date, you will receive a 100% refund (less the deposit which is non-refundable). If you cancel more than 14 days before your arrival date, you will receive a 75% refund (less the deposit which is non-refundable). If you cancel 14 days or less before your arrival date, no refund will be made. We recommend you take out travel insurance to insure against any cancellation you may make.
- Except as provided above, no refunds are given unless under exceptional circumstances. This does not include bad weather. Any decision is at the sole discretion of the management.
- Once a booking has been confirmed using a voucher (Red Letter Days, Buyagift) it cannot be changed. No refunds are provided for any cancellations. Requests to move/change a booking once confirmed will be at the managements sole discretion, subject to availability and may be subject to an administration charge.

These Terms & Conditions are continually reviewed and may be subject to change/modification without notice.

In keeping with the Data Protection Act we are registered with the Information Commissioner's Office for the purposes of processing payment transactions and the collection of any personal data as a consequence. We do not maintain or use the data either for marketing purposes or onwards transmission. All our booking tools are PCI-DSS compliant. Under new GDPR regulations (May 2018) we maintain compliance as we do not process any data other than for bookings and such data is subsequently destroyed. We may in the future as a consequence of developing our services seek to broaden our marketing approach and in these circumstances expressed consent will be sought before any use of that data. for which consent was sought.