



Booking Conditions

COVID Amendment

Any bookings made after 23rd March 2020 and while the park is closed due to COVID, for arrival later in our 2020 season are subject to the following cancellation terms.

- For bookings that have been paid in full and subsequently fall within the COVID-19 closure of the park, i.e. the park is still closed, as per the Governments guidelines, by the time your arrival date comes round, we will give a credit for the full amount to use at a later date, valid up to July 2021.
- For bookings where only a deposit has been paid, these would not be refundable. We can only protect deposits on bookings paid in full as they can be used against a future stay, as detailed above

PLEASE NOTE: No refunds will be offered for bookings made between 23rd March (COVID Closure Date) and when the park opens again for normal business. We will only be able to offer a credit or a move to a later date.

1. Pitches are available from **1pm** on Arrival Date. Pitches are to be vacated by **10am** on Departure Date, unless a Late Departure has been added to the booking, in which case pitches to be vacated by **Midday**.
2. The latest arrival time is **9pm**. You will only be allowed onto your pitch after 9pm by prior arrangement and at our absolute discretion.
3. Maximum of 6 people per pitch with the exception of a Glampod (max 4 people) and Cocoon (max 2 people)
4. The site and all of its facilities are used entirely at guest's own risk. We accept no liability with respects to persons or property.
5. Your Booking constitutes a legal contract once confirmed by us. You are responsible for the Holiday Charges.
6. A non-refundable deposit of £30 per pitch, per week (or part thereof) is payable at the time of Booking.
7. The balance of any Holiday Charges must be paid in full at least 28 days before your Arrival Date. All Bookings that are made within 28 days of your Arrival Date must be paid in full at the point of Booking.
8. We reserve the right to cancel your Booking if any Holiday Charges are not paid within 28 days of your Arrival.
9. We do not offer refunds for cancellations within 28 days of your Arrival; we strongly recommend that you consider taking out holiday cancellation insurance.
10. Your pitch will be allocated upon arrival.
11. If you have requested a specific pitch for your stay we will do everything reasonably possible to accommodate your request. Occasionally due to unforeseen circumstances a requested pitch may not be available upon your arrival, at which point we will allocate you an alternative pitch for the duration of your stay.
12. Dogs are warmly welcomed on site, with the following conditions;
 - a. Dogs must be kept on a short lead at all times, except within the boundaries of the dog-walking field.
 - b. Dogs are not permitted within the shop or toilet blocks.
 - c. Dogs must not be left unattended onsite and must be under control at all times.
 - d. All dog fouling must be picked up immediately and disposed of within the marked Dog Waste bins.
13. We are unable to allow open fires, ground level barbecues or generators onsite.
14. Quiet time starts at 22:00, please do not operate electric air compressors, TV's or have music playing after this time. Quiet time does not mean absolute silence, but please respect your neighbours and keep your voices low if you are up later than 22:00. Please note that tents and awnings offer no sound insulation whatsoever.
15. You may pitch anywhere between the pegs on your allocated pitch, all of your equipment must remain within the boundaries of your pitch. Please ensure your tent/caravan/awnings are pitched at least 3 meters away from your neighbours for fire safety reasons.

16. Only one of either a caravan, motorhome or tent (with the exception of a pup tent) is permitted on a single pitch.
17. Pup Tents and Gazebo's are not permitted for use as a sleeping unit.
18. Awnings must be physically attached to motorhomes or caravans, a separate tent may NOT be used as an awning.
19. The use of tarpaulin or plastic sheeting is not permitted on Grass Pitches. Clip-in or separate Footprints are chargeable.
20. Breathable caravan carpets may be used in an Awning, Gazebo or with a Tent that does not have a Sewn in Groundsheet, free of charge.
21. Commercial vehicles are not permitted on-site
22. Extra cars included in any booking must be parked in one of the park car parking areas and not at the pitch. Only one vehicle may be parked at the pitch.
23. We reserve the right to refuse admission or terminate the visit of persons whose conduct we consider could be detrimental to our site or our Guest's enjoyment of the site and its facilities.
24. We reserve the right to Alter, Postpone or Change any facilities onsite for reasons beyond our control.

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