



Booking Conditions

1. £30 Deposit per pitch, per week (or part thereof)
2. Balance payment 28 days before holiday
3. Cancellations - no refunds are available to the customer on any funds paid (either the deposit or the balance) within 28 days of arrival. If the customer fails to pay the balance by 28 days prior to the holiday start date, the deposit may be deemed to be forfeited and the booking cancelled.
4. Insurance - We recommend additional cancellation insurance to cover in the event of cancellations that occur within 28 days of arrival.
5. **Touring and Camping 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**.
6. **Glamping Pitches** are available from **3pm** on Arrival Date. Pitches are to be vacated by **10am** on Departure Date. During the COVID period glamping units are not able to book a late departure.
7. The latest arrival time is **9pm**. You will only be allowed onto your pitch after 9pm by prior arrangement and at our absolute discretion.
8. Maximum of 6 people per pitch with the exception of a Glampod (max 4 people) and Cocoon (max 2 people)
9. 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.
10. Your Booking constitutes a legal contract once confirmed by us. You are responsible for the Holiday Charges.
11. Your pitch will be allocated at Check In (Online Check In or by Telephone Check In).
12. 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.
13. Dogs are warmly welcomed on site, with the following conditions;
 - a. Dogs must be kept on a short lead at all times.
14. Dogs are not permitted within the shop or toilet blocks.
15. Dogs must not be left unattended onsite and must be under control at all times.
16. All dog fouling must be picked up immediately and disposed of within the marked Dog Waste bins.
17. We are unable to allow open fires, ground level barbecues or generators onsite.
18. Fire protection around the park is in the form of fire extinguishers available on all camping fields. Please note the location of your nearest fire point in case of emergency.
19. Electric vehicle charging (including e-scooters, drones and any device with a lithium battery) – you are not permitted to charge electric motor vehicles at your pitch. Please use the communal EV chargers located next to reception. For all other devices containing lithium batteries, you are NOT permitted to leave these devices unattended while they are charging.
20. Quiet time starts at 23:00, 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 23:00. Please note that tents and awnings offer no sound insulation whatsoever.
21. 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.
22. Only one of either a caravan, motorhome or tent (with the exception of a pup tent) is permitted on a single pitch.

23. Outdoor gatherings - 12 people is the maximum number of people permitted to gather on a single pitch.
24. Pup Tents and Gazebo's are not permitted for use as a sleeping unit and must erected within the boundaries of the pitch that booked the Gazebo (no pitch spanning).
25. Awnings must be physically attached to motorhomes or caravans; a separate tent may NOT be used as an awning
26. The use of tent footprints, tarpaulin or plastic sheeting is not permitted on Grass Pitches. Anyone found using one agrees to pay a charge of £10 per night.
27. 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.
28. Commercial vehicles are not permitted on-site
29. 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.
30. 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.
31. We reserve the right to Alter, Postpone or Change any facilities onsite for reasons beyond our control.

Company Registration Number: 9552868 VAT Registration Number: 223542828