



## Booking Terms & Conditions

By booking a pitch with Woodland Caravan Park you acknowledge that you understand and agree to the following:

### General

- Your contract is with Woodland Caravan Park, Snelston, Derbyshire, DE6 2GT. Woodland Caravan Park will not be liable to any person visiting, for any personal injury, fatal or non-fatal unless caused by a negligent act or omission by the company or its employees. Woodland Caravan Park will not be liable for any injury, loss or damage to any property including, motor vehicles and personal effects, howsoever caused or sustained.
- The site is for the use of adults over the age of 18 years. No persons under the age of 18 are permitted on the site.
- For every booking we require a £25.00 deposit (or full payment if your booking is less than £25.00) which is non-refundable. This fee is payable at the time of booking and your pitch is not secured until we have received this payment. We advise you to purchase holiday insurance with cancellation cover.
- Your booking includes the cost of one touring unit, a maximum of 2 adults and one car. Any additional adults or cars are required to be declared and paid for at the time of booking at the current advertised rate.
- We do not accept groups of more than 3 units.
- We don't knowingly allow any guest to use or visit our park who: (i) has an entry on a criminal register (including the sex offenders' register); (ii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder, or criminal damage or any other form of antisocial behaviour; (iii) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (iv) is a subject to a Risk of Sexual Harm Order or Child Abduction Notice. If this information becomes known to us, we reserve the right to cancel your booking or terminate your holiday and require that you, and the other members of your party, leave the park, without refund.
- We reserve the right to terminate or decline the booking of any guests who in the sole opinion of the management is likely to or actually causes interference for the general comfort of other guests or who we feel may be a risk to the reputation of the park. In this event such person/s will be required to vacate the park and no refunds shall be made.
- Bookings are not transferable in any circumstances.

### Arrivals/Departures

- Your pitch is available for your use from 1:00pm on the day of your arrival until 12:00pm (noon) on the day of your departure.
- Earlier arrivals may be possible from 12:00pm (noon) but must be requested prior to your stay. **We are unable to accept any arrivals earlier than 12:00pm (noon).**
- Departures later than 12:00pm (noon) may be possible subject to pitch availability. This must be arranged and confirmed with management. A charge may be made for a late stay. Any departure beyond 4:00pm will require an additional night booking fee.
- Arrivals can be accepted up until 7:00pm. If there are circumstances meaning you may need to arrive later than this time you must contact the reception office to request/arrange a later arrival time. If you are travelling and are struck by delays then please contact the office as soon as possible to inform them of your delay.

### Pitch Allocation

- We allocate pitches based on the size of your unit and awning (if booked). If you request to be sited on a specific pitch we will do our best to accommodate this but this is not guaranteed. Our contract is to ensure your pitch will be big enough for the touring unit and any equipment you have declared on your booking and one car.
- Any additional cars on a booking will need to be parked in the area outside of the reception building, unless directed otherwise by the managers. Parking is not allowed on empty pitches unless specifically allocated by the management.
- If you have specific needs please let us know in advance so we can do the best to get the pitch location that will suit you most for your needs.
- If you have booked a Hardstanding Pitch only and you wish to/are seen to erect an awning then the current fee for an awning will be charged, as an additional fee, to your pitch for each night your awning is in place. Payment will be required prior to your departure.

## Electricity

- The price of the pitch does not include the cost of any electricity used during your stay. Your electricity usage will be charged for separately and will be based on metered readings taken at the beginning of your stay and on the morning of your departure.
- Payment for your electricity must be made prior to you leaving the park.
- Only single adaptors for electric hook up are accepted. Multi adaptors must not be used.
- The charging of electric vehicles is not permitted under any circumstances. Woodland Caravan Park will accept no responsibility for any damage to any vehicle that has been connected to an electric hook up connection.
- If any damage is made to an electric hook up connection due to incorrect usage Woodland Caravan Park will seek to reclaim the cost of repair and any associated loss of earnings from the pitch whilst the bollard is out of service. The claim will be made against the named person who has made the booking and with who the contract is held.

## Booking amendments

We offer the opportunity to amend the dates of each booking up to a maximum of twice during the current season. This is subject to the following:

- Pitch availability for the newly requested dates.
- Agreement to pay any increase in fees incurred due to movement from a lower rate to a higher rate date.
- Any price difference due to the decrease in cost will be credited to the lead person's account and can only be used against any further bookings. No cash/electronic payments will be offered.
- To be eligible for a movement of dates any changes can be requested up to 2pm prior to the first day of the booked stay (ie prior to 24 hours of the first day of the booked stay) – **apart from Bank Holiday bookings (see below).**
- Any request for changes for a stay booked for a Bank Holiday weekend must be made prior to 48hrs before the first day of the booked stay to be eligible.
- **Any changes informed within 24 hours (48 hours on a Bank Holiday) of the first day of the booked stay will be treated as a cancellation and no refund/request to move dates will be available.**
- An administration fee of £5.00 for each time the booking is moved will be added to your balance.

## Cancellation Policy

Any deposit of £25 or full payment under £25 forms your contract with Woodland Caravan Park. This amount is non-refundable.

If you do not wish to amend your dates and request a cancellation the following will be applied.

- Cancellation request over 28 days from the date of your first day of stay. – 100% refund of payment (less deposit paid)
- Cancellation between 14 days and 28 days from the date of your first day of stay – 75% refund of the payment less the deposit paid.
- Cancellation between 7 days and 14 days from the date of your first day of stay – 50% refund of the payment less the deposit paid.
- Cancellation within 7 days before the date of your first day of stay – 0% refund

## Whilst on site

- Waste water from your unit must not be allowed to drain into the environment. You must provide and use a suitable container to collect the waste and deposit it in the recognised disposal point.
- 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 or shrubs.
- Day visitors are permitted on site. They must be signed in at the reception office and unless specifically directed must leave their cars parked outside of the reception building whilst they are on site. A nominal fee is charged per visitor which will be added to your account and must be paid for prior to your departure from the park. We request all day visitors have left the site by 10:30pm
- The park requests cooperation in keeping the park quiet after 11:00pm
- BBQ's are permitted but must be raised from the ground and attended at all times.
- Open fires of any type are not permitted under any circumstance

**We reserve the right to alter our Terms and Conditions as and when required.**