

Cancellation Policy

Terms & Conditions for Touring & Camping

Cancellation Policy

If you wish to cancel your booking we do not offer a refund.

We are happy for the booking to be taken at a later date subject to 48 hours cancellation notice, up to 12 months from date of original booking or it can be transferred to a third party at the discretion of the park management.

Booking Permit Conditions

1. The Caravan/Tent Owner will accept whatever position on the site that may be assigned for the parking of a unit of a type and design which must first be approved by the Proprietor or its duly authorised representative – the term unit is taken to mean caravan, tent or motor caravan.
2. If the Proprietor wishes to carry out any site re-organisation or repairs to any services supplying the Owner's unit which require the re-siting of the unit, the Unit's Owner will accept such alternative position for the parking of the unit as directed by the Proprietor or its duly authorised representative.
3. Under no circumstances may the unit be used as a shop or otherwise for the sale of goods or articles. Any sale of or from the unit on site shall not take place without the consent of the Proprietor having first been obtained in writing.
4. Refuse or litter is to be deposited in the refuse bins provided and the site surrounding the unit is to be kept in a clean and tidy condition.
5. The Unit's Owner is responsible for the conduct of guests and family and shall take steps to ensure that their behaviour does not cause a nuisance, inconvenience or disturbance to other occupiers or cause damage to property belonging to the Proprietor or such other occupiers.
6. The Unit's Owner agrees to indemnify the Proprietor in respect of any damage caused to the Proprietor's property or to the property of third parties and against personal injury caused by you or members of your party. The Unit's Owner shall hold insurance cover to a level of at least Two Million Pounds (£2M) in respect of third party risks arising out of the use or stationing of the Owners vehicle and unit and will produce evidence that the insurance is valid upon request of the Proprietor. Failure to comply with this condition will result in the Unit's Owner being refused access to the site or being required to leave forthwith.
7. The Unit Owner's vehicle and unit are parked entirely at the Unit Owner's risk and the Proprietor is under no liability whatsoever in respect of any damage caused by or to the unit from whatever cause or for the loss or damage to articles left therein.
8. If application for renewal of this Permit is made although the Proprietor endeavours to give preference to existing permit holders the Proprietor reserves the absolute right to refuse or renew any Permit.
9. In no circumstances shall the Unit's Owner or any occupants of the Unit without the previous consent of the Proprietor erect any tent on the site allocated to the Unit or erect any annex to the Unit.
10. The Unit's Owner shall not bring or cause to be brought any dog, cat or pet animal on the site unless it is kept under control and in the case of a dog on a lead.
11. The Unit will not be used for sleeping more persons than the number of berths indicated by the manufacturer.
12. The Unit's Owner will not permit or suffer anything to be done which would endanger any policies of insurance which the Proprietor has effected in respect of its business as holiday camp proprietor.
13. The Unit's Owner must give notification of any damage to the site office as soon as possible.
14. In the event of any breach of the terms and conditions above the Proprietor shall be entitled to give immediate notice of revocation of the Permit at any time and if the Unit is not removed by the Unit Owner the Proprietor shall be at liberty to remove the Unit to such place as the Proprietor may decide and to charge any expenses incurred. If the Unit's Owner fails to remove the Unit at the end of a period of four weeks from the date of such notice the Proprietor may sell the Unit and reimburse itself for any expenses incurred or monies due to it from the proceeds of sale.
15. For your safety – there is a NO Cycling policy throughout the site.
16. A £1 booking fee will be applied to all online bookings