

# MANSTON COURT HOLIDAY PARK

MANSTON COURT ROAD, MANSTON KENT, CT12 5AU

TEL: 01843 823442

Email: [info@manstoncaravanpark.co.uk](mailto:info@manstoncaravanpark.co.uk)

VAT REGISTRATION 176 1517 04

## Touring & Camping Site Rules / Information

**Please note: - Some of the information below will not be applicable due to us having to be COVID-Secure. You will receive up to date COVID-19 Secure Guidelines in relation to your stay 24 hours before arrival – please ensure you read this carefully so that you are aware of all aspects affecting your stay before arrival.**

### Arrival/Check In

All customers are required to check in on arrival and sign your reservation to comply with our site rules. **In the case of an arrival after 5pm please advise reception in advance to allow us to explain our late check-in policy.**

### Departure

Please vacate your pitch by 10.30am, later departures by prior arrangement only through the office.

### Reception

Is open from 9am to 5pm Mon to Sat and 10am to 4pm Sun. Office phone number: - 01843 823442. For out of hour Emergencies Only refer to the notice on the Reception door.

### Noise Nuisance

Due consideration must be given to the quiet enjoyment of other guests, use of foul language or intimidating behaviour will not be tolerated. Young persons must be kept under supervision after 10pm. Quiet must be observed between the hours of 11pm and 7am.

### Motorists

You must always keep within the 10mph speed limit. Also, our ANPR Barrier System only operates from 06:00 (6am) – 00:00 (midnight).

### Cyclists

In the interest of safety there is an across board ban on all cycling on the park. This also applies to Roller Skates, Roller Blades, Skateboards and Scooters etc.

### Dogs

Dogs are welcome on the park at an extra cost. Owners must ensure that they are always kept on a lead and use the dog bins provided. Dogs are not to be left unattended. If children are walking dogs, they must be responsible and clear up after them.

### Holiday Home Caravans

These are all privately owned and may be occupied. Please do not walk between them or peer through the windows.

## Electricity

The electrical hook-ups provide a 16A supply so please do not overload them.

## Gas

Calor camping gas is available on site. Please ask at Reception.

## Day Visitors – £2.50 per person

All visitors must report to Reception on arrival. If you have visitors arriving after office hours, it is your responsibility to book them in during Reception hours. A pass will be issued which must be displayed in the vehicle. Visitors are not permitted to stay overnight.

## Main Shower Block

Open 24/7 services are free. CHILDREN MUST BE SUPERVISED BY RESPONSIBLE ADULTS AT ALL TIMES.

## Laundry

Is located to the side of the shower block. Tokens are available from Reception. No clothes lines are permitted on the touring fields.

**Play Area** – Children must be supervised by a responsible person. The play area is not to be used after dark.

## Rubbish

Large rubbish and recycling bins are located at the rear of the amenities block. The chemical disposal points are located to the rear of the amenities block.

## Water

No paddling pools, water pistols and water games allowed on the touring field at any time.

## BBQs

BBQs are permitted but must not cause damage to the grass or picnic tables – we have stands for hire in Reception (deposit required). Used charcoal must be disposed of in the bins provided at the back of the amenities block. **PLEASE DO NOT PUT BBQs INSIDE YOUR UNIT AS THERE IS A DANGER OF CARBON MONOXIDE POISONING**

## Fire Pits

Fire Pits are permitted but they **must** be kept off the grass. You can **only** burn BBQ coals or briquettes – we do **not** allow burning of wood!

## Vehicles

One car is permitted per booking; any extra cars will be added at an extra charge (Maximum 2 cars per pitch, including the one car permitted per booking). **We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.** The park has a security barrier system in use which allows access to registered vehicles by reading their number plate.

## **Cancellation Policy**

If you wish to cancel your booking, we do not offer refunds. 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 park management.

## **Setting up camp**

Please park your unit with the draw bar or windscreen facing the road. Gazebos and pup tents must be booked in and display a valid pass. You must in all circumstances have a 3 metre Fire separation space between all tents/units.

For more information on our park rules please also see our terms & conditions/booking permit conditions.