

Terms and Conditions

PLEASE OBSERVE OUR SITE TERMS AND CONDITIONS
(SOME RULES ARE IN PLACE DUE TO LOCAL BYE LAWS OR OUR OPERATING LICENCE)
(last revised on 26 February 2021)

1. On arrival, please register at the Reception Office. Day visitors must also register at the Reception.
2. Pitches will be vacated by 11.30am.
3. Arrivals after 2pm. Please let us know if you are likely to arrive after 6pm. Latest arrival 9pm. Early or late arrivals please park in car park.
4. The washing of cars/caravans/motorhomes is not permitted on the park.
5. Only one motor vehicle per pitch. Any additional vehicles must be booked with reception and parked in the car park.
6. Please observe the 5mph speed limit around site. If returning to site after 11pm, leave your car in the car park as barriers are locked. Please return to your unit quietly, thank you.
7. A late stay can be booked for £5 - if the pitch is not required. Enquire at reception on day of departure.
8. Only one tent per pitch unless the appropriate surcharge has been paid and the boundary gap is maintained.
9. Large tents over 7m wide will need to book 2 pitches.
10. Use of Gazebo's. Gazebo's are permitted only if used for temporary shelter from sun or showers. The gazebo must be dismantled if you are going off site or at night. Gazebo's are NOT permitted to be used as an extension to a unit/tent for kitchen or sleeping room, you will be asked to dismantle the gazebo.
11. Chemical toilet and grey waste to be emptied only at the appropriate disposable point.
12. Use of generators is not permitted.
13. Laundry to be hung out in a discreet manner.
14. Please do not tie washing lines to trees or shrubs.
15. Music, televisions and radios should be used considerately at all times.
16. We ask for quiet between 10pm – 7am.
17. Purpose build barbeques are allowed, as long as off the ground. Disposable BBQ's are also allowed, please use bricks that can be found by the bins, please return when finished with.
18. **OPEN FIRES AND BURNING OF WOOD IS STRICTLY NOT ALLOWED**, due to a bye law of the site licence.

19. We regret **no** caravans or motor homes over 10 metres in length can be accommodated.
20. **NO COMMERCIAL VEHICLES** can be accepted.
21. **DOGS** permitted at the discretion of the management. Pet dog breeds included in the dangerous animals list are not permitted. Two dogs (maximum) per pitch, well behaved. Owners must keep all pet noise and disturbance to a minimum. Dogs must be on lead or tethered at all times.

Dog not to be left alone in unit. Please walk/exercise dog off site, not around the park. Ask at Reception for local footpath and woods.

Owners must clear up any mess.

22. We reserve the right to insist that the owner remove their pet from the park if it is a nuisance or danger to others. Noisy or aggressive dogs will not be tolerated.
23. Children are the sole responsibility of their parents/guardians and must be under their supervision at all times. Please accompany children to the shower block.
24. In consideration of others, the lack of a separate playing field and to prevent damage to units, only ball games using balls of a sponge type (as sold in the shop), or games such as swingball, or boules are allowed.
25. The proprietors cannot be held responsible for any damage to the customer's/visitor's property by fire or theft, nor injury to persons whilst on the park.
26. The management reserve the right to ask customers/visitors who contravene these Terms and Conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors or staff, to leave the park immediately. In these circumstances, the holiday ceases and no refund will be given. We reserve the right to refuse any booking.

27. **Payments:**

Low Season Bookings:

A non-returnable deposit of one night pitch fees is required to secure your booking. The remaining balance is to be paid before or on arrival

High Season Bookings:

A non-returnable deposit of one night pitch fees is required to secure your booking. Full payment is required 6 weeks prior to arrival date or at time of booking if arrival date is within 6 weeks.

28. **Payments – please note:**

Payment can be made by UK cheque sent in the post (prior to arrival). Cheques should be made payable to Gate House Wood Touring Park.

Payments made on arrival are by cash only or card.

29. Cancellation of the holiday by you. You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. All monies paid are non-refundable and we

suggest that you arrange travel insurance to cover every eventuality.

30. Change or cancellation of the holiday by us. If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid, except where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control.

THANK YOU FOR YOUR TIME IN READING THESE CONDITIONS