

Wheathill Touring Park T's & C's

Bookings

Wheathill Touring Caravan Park Only accommodates adults. Persons under 18 years of age are not permitted to enter the park either as a guest or visitor. Bookings over Bank Holidays and Easter are subject to minimum booking periods. We are unable to refund payments should guests decide to leave before the end of the booked period. The park owners cannot be held responsible or liable for loss, damage or injury to property or persons on the park, howsoever caused. Guests are advised to check their insurances cover all personal and third party risk for the period of their stay. Bookings cannot be accepted from single sex parties or groups under the age of 21.

Cancellation Policy

Cancellation by you-: Should you need to cancel your booking you must advise us by telephone and then confirm this cancellation in writing to us by post or email to info@wheathillpark.co.uk quoting your booking reference number. Your cancellation will only be effective as at the date we receive your written confirmation. All payments taken are non refundable in all cases of being cancelled by you. If you need to cut short your holiday after it has commenced, we regret that we are unable to refund any monies paid.

Prices

Conditions and prices may change without prior notice. Advance bookings, accepted by us, will be charged at the prices applicable at the time of booking. Prices include VAT at the rate applicable at the time of booking. We reserve the right to adjust VAT where required by legislation. Our VAT registration is 559 4470 08.

Payment

On booking a payment of 2 nights is required as a non-returnable deposit. We request that any outstanding payment to be made 7 days prior to your visit

Arrival and Departure

Arrival time is 1pm – 7pm. If you anticipate arriving outside of these times please contact us in advance. Guests must park in the designated parking area and collect their check in information. We have the right to refuse admission. Commercial vehicles are not permitted on-site. We cannot guarantee specific locations and pitches, though we do try to arrange the preferences including with your booking. Pitches are to be vacated by midday on the day of departure unless a late departure, up to 5pm, has been agreed in advance and the late departure fee paid, Departures after 5pm will be charged at the full nightly rate.

Pets

Dogs must be kept on a lead at all times except in the dog walk which is fully fenced. Please remember not to leave animals unattended in vehicles and caravans in during hot weather. We

allow a maximum of 2 dog's pet pitch, dog owners please be aware that persistently barking dogs may cause offence to other residents.

Standard of behaviour on our park

Offensive or inappropriate behaviour or actions likely to cause harm to any other guest, members of our staff or anyone's property at the park will not be tolerated and we reserve the right to refuse entry to and/or eject any person who, in the reasonable opinion of the management of the park, does not comply with these standards of behaviour. No refunds will be issued in these circumstances. If, in the reasonable opinion of the management of the park, we believe that you or a member of your party may not comply with the above, on entry to the park, we reserve the right to refuse entry to any person or groups of persons at our discretion. In such cases a full refund will be issued to the lead name on the booking.

Noise

We ask customers to respect the park and surrounding area. We ask that music, TVs and all noise be kept at a reasonable level at all times and to an absolute minimum between 10pm and 8am. Please take into consideration that awnings provide no sound proofing at all.

Non Smoking

All site buildings are non-smoking while you are on the plot if you smoke please be aware of the conditions around you and especially if dry weather prevails. Sand extinguishing points are provided at fire points.

Liability

We do not accept liability for any personal injury, loss or damage suffered by you or a member of your party, unless there is wilful default or negligence by our employees or us **Pitch Siting**

Each pitch has its own numbered service bollard. We ask that your leisure vehicle is sited on the same side as the bollard approximately 2ft from the edge. Please make sure that your water butt, awning, side porch and anything else remains on the hard-standing. **NOT ON THE GRASS**. This is to ensure a pleasant stay for all and to ensure that minimum distance requirements from each leisure vehicle is maintained. Please ask on Park should you require any assistance.

TV filming and photography

We undertake our own promotional filming & photography. Every effort is made to ensure filming does not intrude and that it is clear to guests that filming/photography is taking place. We will not accept responsibility if, contrary to your wishes, you appear on film or in photographs and we are unable to make any financial award or payment of any kind.

Facilities and Activities

Modifications and improvements to the park are carried out continuously which may result in changes to the facilities shown in the brochure. The company shall not be liable in respect of their

non-availability, or otherwise, due to circumstances beyond its control. Whilst we use every effort to ensure the availability of all facilities as advertised in our brochure or otherwise we reserve the right to alter or close certain facilities or activities without prior notice. If such change is necessary, we will endeavour to advise you as soon as possible. From the 1st November we do not supply water to the service bollards due to cold weather conditions. This may also apply in March if the weather is freezing, you will need an aqua roll to collect drinking water which will be supplied from both toilet blocks.

WIFI

Wifi is provided as a free facility and Wheathill touring Park cannot be held responsible for any failure in service.

Park Rules

Just a few general park rules so that each guest has the opportunity to enjoy Wheathill Touring Park at its best:

Only one car per pitch is permitted on the Touring Park. A car park is available for additional vehicles.

BBQ's are permitted but must be kept well clear of the grass. Camp fires are not permitted. Cleaning vehicles or caravans on the pitch is not permitted.

Guests wishing to use electric heaters in awnings may do so subject to an additional daily charge of £5

Our nightly charge includes electricity for the use in your caravan it does not include for charging of electric vehicles.

Under no circumstances should BBQ's be taken into awnings as this poses a major risk to health.

The owners reserve the right to terminate the visit of any person(s) whose conduct is deemed detrimental to Wheathill Touring Caravan Park or to other visitors.