

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. 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 pitch you must advise us by telephone and then confirm this cancellation in writing to us by post or email to info@wheathillpark.co.uk 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. No pitches are transferable to a third party. If you choose to permanently vacate your pitch prior to 1st December Wheathill Touring Park has the right to reallocate the pitch.

If Wheathill Touring Park has agreed to transfer your booking to a later date, this booking must be taken by the December of that year in which the booking was made.

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 pitch, payment is required as a non-returnable deposit. We request that any outstanding payment to be made prior to 1st March. On payment you accept all terms and conditions of Wheathill Touring Park.

Arrival and Departure

Arrivals with caravans or high-sided vehicles must be by prior arrangement only between 10am and 4pm for opening of the security barrier. Guests must park in the designated parking area. We have the right to refuse admission. Commercial vehicles are not permitted on-site.

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 dogs per pitch, dog owners please be aware that persistently barking dogs may cause offence to other residents. Wheathill Touring Park accepts no responsibility for the actions of a third party pet.

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.

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 / non-vaping 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, whilst on the park.

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. We do not allow any use of drones.

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.

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.

Car Charging

Car Charging is not permitted on the pitch.

Rubbish

Bins are for household waste only. Electrical equipment, carpets, batteries, awnings, large cardboard boxes, etc. must be taken home or to Bridgnorth Recycling Centre.

Insurance

All caravans and motor vehicles must have insurance whilst stationed on the park and in storage.

Extra Adults

2 adults per pitch are included in the price, additional adults up to a maximum of 4 in total are charged at the current nightly rate.

Caravan Washing

Caravan washing is only permitted at set times.

Tents

Free standing tented structures are not permitted.

Speed Limit

In the interest of everyone's safety, we operate a 5mph speed limit everywhere on our park.

Post / Parcels

We do not allow any postal deliveries to Wheathill Touring Park.

Sub-Letting

Sub-letting is not permitted under any circumstances.

Caravan Maintenance

Should you require a service engineer to the park, you must be in attendance.

Security

Your caravan should have a wheel clamp and a hitch lock as standard, at all times. Should you lose your security card, a charge will be levied for a replacement. The card is for YOUR use only.

Visitors

Owners are allowed visitors to their caravans, providing the visitors observe the park rules and behave in a responsible manner. Owners must notify us in advance if visitors are to stay in their caravan whilst the owners are not present. The management reserves the right to evict any visitor who does not observe the park rules, or who have not notified us in advance.

Caravan Usage

Caravans usage is for holiday purposes only.