

Woodlands Caravan Park | Terms and Conditions

1. Conditions of Booking

We reserve the right to refuse to confirm any booking.

The price includes VAT at 20% and Woodlands Caravan Park reserves the right to change prices in the event that the VAT rate changes.

The Management accepts no liability for injury to persons or loss or damage to their property however caused unless it is demonstrably due to negligence on our part. We recommend that you insure your personal effects and cash in the normal way before coming on holiday.

Woodlands Caravan Park will not be held responsible for any damage or inconvenience caused by acts of God including extreme weather conditions. Please be advised that during periods of inclement weather certain areas of the park may be slippery because of factors such as ice and mud. We recommend that you always wear appropriate footwear and tread with caution during these times.

At least one member of the party must be over 18 years old.

When you book, the deposit stated must be paid. For on-line bookings this is due immediately.

2. Behaviour

All persons on the site must act in a courteous and considerate manner towards staff and other guests.

Your behaviour should not be excessive, noisy or disruptive, especially at night.

Offensive, aggressive or abusive behaviour by anyone in your party will not be tolerated. Continuous bad behaviour will result in you being asked to leave the site. The police will be called if necessary. Music must be played at an acceptable level so as not to be a nuisance to other guests. No music to be played after 11pm or before 7am in the morning.

There must be no acts of vandalism or criminal activity, nor use of illegal drugs.

Cutting or damaging trees and other vegetation is strictly prohibited; this includes tying

ropes around or driving nails into trees.

The management reserves the right to refuse or terminate a booking to anyone considered detrimental to the well-being or comfort of other park visitors. We have the right to cancel your booking or to instruct you and your party to leave immediately, without compensation or refund should you not comply with site rules, especially the regulations relating to behaviour.

3. Booking Amendment/Cancellation

If you are compelled to cancel your holiday you must notify us immediately by telephone. The deposit is not normally refundable however if you feel you have special circumstances, it will be at the Manager's discretion whether the money is refunded.

Leaving early - If for any reason you leave before the end of your stay, it is at the Manager's discretion whether a refund will be given.

Amendments to your booking can be made up to 7 days before the date of arrival subject to availability.

In the event of non-arrival, we reserve the right to re-let the pitch after 12 noon on the following day unless notified otherwise.

Cancellation by us - We reserve the right to cancel your booking in the unlikely event of conditions beyond our control, and in this event, we will return the money you have paid or will offer alternative dates. We do not pay compensation.

4. Arrival and Departure

You can arrive on site after 12 noon on the first day of the booking. If arriving after 7pm you will need to book in at the clubhouse rather than reception.

Pitches must be vacated by 12 noon on the day of departure.

5. Vehicles

At all times you must:

Keep to the speed limit on the park (10mph) and this must be strictly adhered to at all

times.

Touring Vans are not allowed on site when being towed by Commercial Vehicles i.e. lorries, box vans etc.

Give way to pedestrians.

Keep to the left.

Drive, manoeuvre and park carefully.

All vehicles on the Park must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the Park and must be adhered to.

No parking on roadways.

No parking on other pitches.

No parking on roadways between caravans.

Any additional vehicles are to be left at the car park near reception or Leisure Club Car Park (report to reception first).

6. Barbecues

Open fires are not permitted and ground-level barbecues must be placed on a non-combustible base to prevent damage to the grass.

Never leave a barbecue unattended.

Be aware of potential hazards (i.e. fire, smoke and burns) with regard to yourselves and other caravaners.

Position your barbecue in a safe place (i.e. not in a walkway or where it may be walked into).

Keep children away from the barbecue at all times.

Keep the correct fire extinguisher nearby for emergencies.

Carbon monoxide is a highly poisonous substance which is created when fossil fuels such as gas and solid fuels like charcoal and wood fail to combust fully due to lack of oxygen. You can't see it, taste it or smell it but it can kill quickly with no warning.

7. Pitching Site

Vans must be parked with jockey wheel on the blocks provided.

All vans must face the same direction.

The price of the pitch entitles you to locate:

One car and one caravan plus awning (if booked) or one Motorhome plus awning (if booked) within the park. If there are two cars, one must be parked in the car park near reception or Leisure Centre car park. Windbreaks must be erected within the pitch area.

8. Guests with Dogs

Dogs must be kept on a short tether at all times, or on a short lead when walking within the site.

Dogs which continually bark, howl, whine etc will not be tolerated and you will be asked to leave the site.

Dog fouling must be cleaned up immediately. Dog bins are provided at each shower block.

Dogs are not allowed in the buildings (i.e. shower blocks, clubhouse etc) but they are allowed in the family bar.

Any dogs covered by the Dangerous Dogs act must be muzzled at all times.

If your dog displays any aggressive behaviour towards other dogs or people, you will be asked to muzzle the dog or leave the site.

Please notify us in advance if you wish to bring other pets.

We ask owners to exercise their dogs off the park whenever possible and away from play areas. However 'accidents' do happen and we ask the owners to do the reasonable thing and clear up the mess themselves.

The owner must take responsibility for the dog at all times.

9. Child Supervision and Parental Responsibility

You are responsible for the supervision of all members of your party under the age of 18. You must supervise your children at all times; this is particularly important in the play areas and licensed bars.

You must ensure children in your care are not unruly or badly behaved and do not interfere with the enjoyment of other guests. You will be asked to leave if children are consistently badly behaved.

10. Bicycles, Scooters Etc

Bicycles and scooters should be stored next to your caravan and covered in tarpaulin. Bicycles must be ridden with due care and attention to other guests in the Park. Riders will be banned from cycling on the Park if the rule is not adhered to.

We request that parents of children with bikes ensure they are ridden in a courteous and responsible manner. Children must be supervised by an adult at all times when using bikes, skateboards or other similar items.

Please make sure that bicycles are parked sensibly and do not cause obstruction to other guests or vehicles.

Please ensure bicycles are never left unattended at the roadside.

In the interests of safety no children are to ride after daylight hours.

In the interest of safety children are not allowed to play on the car parks or roadways at any time.

11. Club and Bar

Children are not prohibited in the bar unless accompanied by an adult.

Persons under the age of 18 are not allowed to play gambling machines.

Persons under the age of 16 are not allowed to buy cigarettes.

The Management reserves the right to refuse entry to the Club.

We want everyone to have an enjoyable stay and will not tolerate underage drinking. Therefore, if you are fortunate enough to appear under the age of 25 years, we will ask you to provide identification. The ID you provide must be an official document, such as a driving licence or passport.

When returning to your caravan from the club we respectfully ask that you consider other guests who may be sleeping/relaxing in their caravans and keep noise levels to an absolute minimum.

The quoted entertainment may vary due to conditions outside Managements control and the Management therefore reserves the right to amend or cancel accordingly without prior notice. We reserve the right to refuse to serve alcohol to anyone should they not prove their age to our satisfaction or to someone we consider has been drinking excessively.

12. Security of Your Property

Your personal belongings are your own responsibility during your stay in the park. Any vehicle parked on our property is subject to very limited security cover. You must lock your vehicle and remove any valuables.

We accept no liability whatsoever for any accident, loss or damage to your property, unless such loss, damage or accident is demonstrably due to our negligence or that for whom we are legally responsible.

13. Data Protection

We regularly take photographs and videos for promotional and training purposes. Should you not wish to appear in any such material, please notify us on your arrival. All the information contained in our booking system is held on our computer system for which we are registered and comply with the regulations of the Data Protection Act. We will not sell this information and only use it for marketing and information purposes relating to Woodlands Caravan Park.

14. Lost Property

Lost property will be held for a maximum of three months, after which time it will be donated to charity or thrown away. We cannot be held responsible for items reported

lost which cannot be found.

15. Brochure/Website Content

The information supplied is correct at the time of going to press. Facilities and entertainment may vary from that published.

16. Reporting Procedure/Complaints

In order for us to rectify any complaints or concerns, please advise us immediately and we will endeavour to respond promptly. If a reported matter has not been resolved during your stay, please advise us in writing within 28 days of the end of your stay. Please note we are not responsible for any matter of which you were aware of but did not bring to our attention during your stay.