

TOURING PARK TERMS AND CONDITIONS

These booking and hiring conditions (the "Conditions") apply to all bookings made in respect of Longnor Wood Holiday Park (the "Park"). The conditions form part of a contract between the person making the booking ("You"/"Your") and J D Leisure Limited, the owner of the Park (the "Company"). For the purposes of these Conditions: (i) the "Total Hire Charge" is the total cost of Your booking including the Booking Deposit; (ii) the "Booking Deposit" is the deposit payable under paragraph 1(a) or 1(b) (or deemed to be paid under paragraph 1(c); and (iii) the "Balance of the Total Hire Charge" is the amount by which the Total Hire Charge exceeds the Booking Deposit.

When making a booking, You guarantee that You have the authority to accept, and do accept, on behalf of Your party the terms of these Conditions. Your contract with the Company will exist as soon as the company issues to You its booking confirmation. This contract is made on the terms of these Conditions, which are governed by English law, and subject to the jurisdiction of the English Courts.

*For the sake of everybody's safety, compliance with our COVID-19 Response requirements form part of the terms and conditions of booking and as such are accepted on behalf of the whole party by the person making the booking.

1(a) Longnor Wood Holiday Park – Subject to paragraphs 1(c) and 1(e), no booking will be accepted unless accompanied by a booking Deposit of 20% of the total value of the lodge, static and pod stay.

(b) Pitches for touring caravans and tents – Subject to paragraphs 1(c) and 1(e), no booking will be accepted unless accompanied by a Booking Deposit of £30 per pitch. Where the Total Hire Charge is lower than the Booking Deposit, the full amount of the Total Hire Charge is due at the time of Your booking (instead of paying only the Booking Deposit). If you only pay the Booking Deposit at the time of Your booking, THE BALANCE OF THE TOTAL HIRE CHARGE MUST BE PAID AT LEAST 28 DAYS BEFORE THE COMMENCEMENT OF THE HIRE PERIOD. In the event that the payment is not received by such date, You will be deemed to have cancelled Your booking at the commencement of the 28 day period referred to

in this paragraph 1(c) and the provisions of paragraphs 3 and 4 will apply accordingly.

(d) Where a booking is taken from residents outside of the United Kingdom, payments will only be accepted by recognised Credit/Debit Cards.

(e) If You opt to pay the Total Hire Charge at the time of Your booking, You will be deemed to have paid the Booking Deposit calculated in accordance with paragraphs 1(a) and 1(b).

2(a) All guests must be over 18 years of age.

(b) The Company reserves the right to refuse bookings made by larger parties or celebration parties which it believes may spoil the quiet enjoyment of the Park by other users or damage the reputation of the Company or Park. This number must not exceed four people.

(c) All bookings in any of our rental units, lodges, statics and pods are subject to a security deposit. At the end of the hire period, the security deposit will be used to meet the cost of repair or replacement for any breakages or other damage or additional cleaning (if any) in accordance with the paragraphs 11 and 14 or charge due to breach of park rules on noise. In the unlikely event that there are insufficient funds to cover your debt to the company via your card details. The company reserves the right to add the cost of debt recovery to your total debt prior to submission to the small claims court.

3 In the event that You cancel Your booking (whether before, on or after the commencement of the 28 day period referred to in paragraph 1(c)), **the Booking Deposit will not be refunded to You but will be used to meet the expenses the Company incurs trying to re-let the lodge, static, pod or pitch.** Notice of cancellation must be sent in writing to Longnor Wood Holiday Park (If sending by post and not email you are advised to use registered or recorded delivery).

4 In the event that You cancel Your booking under paragraph 3 above and Your booking is cancelled on or after the commencement of the 28 days period referred to in paragraph 1(c) or if You are deemed to have cancelled Your booking in accordance with paragraph 1(c), You will be required to pay a percentage of the Balance of the Total Hire Charge in respect to the total booking period. The percentage of the Balance of The Total Hire Charge payable on cancellation is as follows:

Cancellation period (in days before the commencement of the hire period)	Percentage of Balance of Total Hire Charge payable
15 – 28 days (inclusive)	45%
8 – 14 days (inclusive)	75%
0 – 7 days (inclusive)	100%

If you have already paid the Balance of the Total Hire Charge in accordance with paragraph 1(c) or have paid the whole of The Total Hire Charge at the time of Your booking, the Company will refund to You the percentage of the Balance of the Total Hire Charge not payable by You under the above table.

5 In the event that You cancel Your booking under paragraph 3 above and Your booking is cancelled before the commencement of the 28 day period referred to in paragraph 1(c), You will not be required to pay the Balance of the Total Hire Charge. If you have already paid the Balance of the Total Hire Charge in accordance with paragraph 1(c) or have paid the whole of the Total Hire Charge at the time of Your booking, the Company will refund to You the Balance of The Total Hire Charge.

6 Subject to paragraph 7 below, in the event that You cancel any booking as a result of death or serious illness of a member of Your party as detailed on the booking form, or redundancy of You or Your spouse or partner, and where suitable evidence is produced (e.g. letter or certificate), You shall not be required to Pay the Balance of the Total Hire Charge. If You have paid the Balance of the Total Hire Charge in accordance with paragraph 1(c) or have paid the whole of the Total Hire Charge at the time of Your booking, the Company will refund to You the Balance of the Total Hire Charge. The booking Deposit shall not, however, be refundable in these circumstances.

7 The Balance of the Total Hire Charge shall not be refundable to You in the circumstances described in paragraph 6 above in the event that a booking is cancelled as a result of a pre-existing medical condition or injury of a member of the Your party (being a medical condition or injury which exists at the time of booking).

8 (a) Although the Company will do everything possible to avoid doing so, in the event that it is necessary for the Company to cancel Your booking (including, without limitation, as a result of unforeseeable events which are beyond the Company's reasonable control) and suitable alternative accommodation of a comparable standard acceptable to You cannot be arranged, the Company will refund to You the total amount paid by You at the time of cancellation by the Company (such figure will not exceed the Total Hire Charge). The Company will have no further liability to You for any other costs or expenses arising as a result of such cancellation.

8(b) In the case of government intervention, for example in the case of a pandemic, this clause is invalid and subject to the park discretion.

9(a) Lodge, static and pod bookings are from 5pm on the day of arrival until 9am on the day of departure.

(b) Pitches for touring caravans and tents are available from 2pm on the day of arrival and must be vacated by 12 noon on the day of departure or by such later time as may be notified to You.

10 An administration charge of £30 per booking will be made for alterations to the booking, including alterations to accommodation, additional services and extras and dates and for offers not claimed at the time of booking. No alterations can be made under paragraph 10 after the commencement of the 28 day period referred to in paragraph 1(c).

11 Longnor Wood Lodges, statics, pods and touring pitches must be kept in a clean and tidy condition. You are responsible for the cost of repair and replacement for any breakages or other damage caused during Your occupation of the lodge, static, pod or touring pitch. If You fail to leave the lodge, static, pod or touring pitch in a clean and tidy condition, the Company reserves the right to charge You an additional cleaning charge for any cleaning which is additional to the standard cleaning that the Company usually carries out between lettings of a

lodge, static, pod or touring pitch. Where You have paid a security deposit, this will be used to cover the cost of repair, replacement or additional cleaning.

12(a) All users of the Park are responsible for the safekeeping of any personal possessions or other physical property which they bring onto the Park and are required, at all times when they are on the Park, to exercise due care and attention to protect their own personal safety and wellbeing.

(b) The Company accepts liability to You for personal injury or death caused by the negligence of the Company or its employees and officers (acting within the course of their employment or duties and scope of their authority).

(c) The Company's liability for any loss of or damage to any personal possessions or other physical property caused by the negligence of the Company or its employees or officers acting within the course of their employment or duties and scope of their authority shall be limited to the repair, replacement or reinstatement value of such personal possessions or physical property (whichever is the lowest).

(d) Subject to (b) and (c) above, in no circumstances shall the Company or any of its employees or officers have any liability for any other loss or damage to You or any other user of the Park including, without limitation and whether direct, indirect or consequential, any loss of profits or revenues, loss of data, loss of anticipated savings, loss of production, business or good will or economic loss, howsoever arising or incurred.

(e) In no circumstances shall the Company have any liability to You or any other user of the Park for any damage, loss or injury caused by Your negligent acts or omissions or those of any other user of the Park.

13(a) You undertake on behalf of Yourself and all members of Your party to observe the Park rules as displayed at the Park from time to time.

(b) Parking: Touring caravan and tent pitches – one car per pitch permitted. Lodges, statics and pods – one car in allocated space for lodges, statics and pods (with the exception of the 2 bed lodges where the maximum is two cars). All vehicles must be parked on designated parking areas. Commercial vehicles maybe subject to alternative parking arrangements.

(c) Occupancy: Touring Caravan and Tent Pitches – maximum occupancy is 2 people per pitch. Lodges and holiday hire homes – maximum occupancy is dependent on the type of property hired, details can be found at www.longnorwood.co.uk but never exceed 4 people.

14(a) Dogs are only permitted in our pet friendly lodges/statics/pods, currently Cedar Lodge, Jasmine Lodge, Kale Lodge, Maple Lodge, Poppy Static, Quince Static, Rose Static and Yew Pod. Please see www.longnorwood.co.uk for an up to date list. The company reserves the right to require anyone who brings a dog or other pet into our non-designated pet lodges or holiday hire homes to remove it from the Park. The Company will charge You for any additional cleaning that may be required as a result of any breach of this paragraph(b). However, if you have a registered assistance dog, please contact reception in advance.

(c) Dogs are permitted on the touring pitches and tent pitches, subject to a maximum of two per pitch. Dogs must not be left unattended at any time. Dogs must be kept on a lead at all times, with the exception of the 4-acre dog exercising field. The Company reserves the right to request anyone who brings a dog on to the Park which is considered a nuisance, or is affecting the comfort of other guests, to remove it from the Park.

15 All prices quoted from Longnor Wood Holiday Park are inclusive of VAT where applicable at the rate in force at the time of publication. The right is reserved to vary the inclusive cost should the VAT rate alter.

16 To ensure the quiet enjoyment of the Park at night we have an enforced no noise after 11pm policy.

17 The Company or its representatives reserve the right to require You, any members of Your party or other users of the Park, to leave the Park where such persons breach the terms set out in these Conditions or breach any of the park's rules referred to in paragraph 13(a)

18 The Company or its representatives reserve the right to refuse admission to the Park. In such circumstances, the Company may, in its sole discretion, offer You a refund of all or part of the Total Hire Charge.

19 All information in brochures and/or our website about services and facilities at the Park was accurate at the time of publication. The Company reserves the right to vary services and facilities available at the Park from time to time depending on demand, availability of third party suppliers or circumstances beyond the Company's reasonable control.

20 All special offers, discounts and short breaks are subject to availability. Hirers may only use one special offer or discount per booking.

21 You are advised to take out an appropriate travel insurance policy at the time of booking from a reputable insurance provider.

Touring Prices

Caravan and camping prices include your unit, a car, awning, two adults, hot water,

showers and use of the park's public facilities-. Caravan, motorhome pitches are all-weather hardstanding with electric hook-up and the majority with digital TV connection.

Camping pitches are a mixture of grass and pea gravel and can be booked with or without electric hook-up. Tent pitches are 6m X 6m. It is important that your unit, extensions and guy ropes will fit within this envelope or it will be necessary to book a standard pitch on the touring field.

Payments are accepted by debit/credit card and via BACs.

Arrival Touring Park

Guests should park in the designated bays at the entrance of the park and check in at reception.

Arrival time is 2pm to 5pm

Late arrivals can be arranged by calling us on 01298 83648

A refundable deposit for return of the security barrier card will be required at check-in.

Departure Touring Park

Check-out is 12 noon on the day of departure. Arrangements for late departures are to be arranged with the park by 11am and the late departure fee paid.

Noise. In consideration of every guest's enjoyment, excessive noise is not permitted between 11pm and 9am. Playing of radios or other sound equipment which can be heard by neighbours is considered excessive.

Barbeques must be raised off the ground. No fire pits allowed.

Cyclists. Please exercise care for other guests. Cycling is only permitted on roadways.

Stone walls. Please do not climb on, remove stones from or damage walls in any way.

Fireworks. Use of fireworks or Chinese lanterns is prohibited on the park.

Recycling. Guests are requested to use the recycling point opposite reception.

Dogs are permitted in 'pet friendly' accommodation, up to a maximum of 2 dogs per unit or pitch: –

- **dogs may not be left unattended at any time**
- dogs must be kept on a leash when inside the park grounds
- dog owners must clean up dog mess at all times and deposit it in the bins provided.

The park owner reserves the right to ask dog owners who fail to adhere to these rules to leave the park. The park reserves the right to refuse admission to dogs of a frightening nature.

Visitors

All visitors must be over 18 years old and are permitted between 10.00 and 16.00 only. They must sign in and out at reception and park their vehicle in the car park displaying a valid permit.

Vehicles

All guest's vehicles must be insured for third party liability while on the park. The park speed limit of 10mph must be observed at all times. Washing of cars or other vehicles is not permitted on the park.

Lost Property

Lost property will be dated, labelled and stored for a period of 21 days. Property not claimed within this period will be disposed of through charity shops or clothing banks.

Lost property may be reclaimed at the park or returned to its owner following payment of the standard £10 charge for packing and transport fees (Package must not exceed 2 kg in weight or be larger than 45 x 35 x 16 cm once packaged or additional fees may apply).

The park owners accept no responsibility for loss or damage to lost property.

RENTAL ACCOMMODATION TERMS AND CONDITIONS

These booking and hiring conditions (the “Conditions”) apply to all bookings made in respect of Longnor Wood Holiday Park (the “Park”). The conditions form part of a contract between the person making the booking (“You”/“Your”) and J D Leisure Limited, the owner of the Park (the “Company”). For the purposes of these Conditions: (i) the “Total Hire Charge” is the total cost of Your booking including the Booking Deposit; (ii) the “Booking Deposit” is the deposit payable under paragraph 1(a) or 1(b) (or deemed to be paid under paragraph 1(c); and (iii) the “Balance of the Total Hire Charge” is the amount by which the Total Hire Charge exceeds the Booking Deposit.

When making a booking, You guarantee that You have the authority to accept, and do accept, on behalf of Your party the terms of these Conditions. Your contract with the Company will exist as soon as the company issues to You its booking confirmation. This contract is made on the terms of these Conditions, which are governed by English law, and subject to the jurisdiction of the English Courts.

*For the sake of everybody’s safety, compliance with our COVID-19 Response requirements form part of the terms and conditions of booking and as such are accepted on behalf of the whole party by the person making the booking.

1(a) Longnor Wood Holiday Park – Subject to paragraphs 1(c) and 1(e), no booking will be accepted unless accompanied by a booking Deposit of 20% of the total value of the lodge, static and pod stay.

(b) Pitches for touring caravans and tents – Subject to paragraphs 1(c) and 1(e), no booking will be accepted unless accompanied by a Booking Deposit of £30 per pitch. Where the Total Hire Charge is lower than the Booking Deposit, the full amount of the Total Hire Charge is due at the time of Your booking (instead of paying only the Booking Deposit). If you only pay the Booking Deposit at the time of Your booking, THE BALANCE OF THE TOTAL HIRE CHARGE MUST BE PAID AT LEAST 28 DAYS BEFORE THE COMMENCEMENT OF THE HIRE PERIOD. In the event that the payment is not received by such date, You will be deemed to have cancelled Your booking at the commencement of the 28 day period referred to in this paragraph 1(c) and the provisions of paragraphs 3 and 4 will apply accordingly.

(d) Where a booking is taken from residents outside of the United Kingdom, payments will only be accepted by recognised Credit/Debit Cards.

(e) If You opt to pay the Total Hire Charge at the time of Your booking, You will be deemed to have paid the Booking Deposit calculated in accordance with paragraphs 1(a) and 1(b).

2(a) All guests must be over 18 years of age.

(b) The Company reserves the right to refuse bookings made by larger parties or celebration parties which it believes may spoil the quiet enjoyment of the Park by other users or damage the reputation of the Company or Park. This number must not exceed four people.

(c) All bookings in any of our rental units, lodges, statics and pods are subject to a security deposit. At the end of the hire period, the security deposit will be used to meet the cost of repair or replacement for any breakages or other damage or additional cleaning (if any) in accordance with the paragraphs 11 and 14 or charge due to breach of park rules on noise. In the unlikely event that there are insufficient funds to cover your debt to the company via your card details. The company reserves the right to add the cost of debt recovery to your total debt prior to submission to the small claims court.

3 In the event that You cancel Your booking (whether before, on or after the commencement of the 28 day period referred to in paragraph 1(c)), **the Booking Deposit will not be refunded to You but will be used to meet the expenses the Company incurs trying to re-let the lodge, static, pod or pitch.** Notice of

cancellation must be sent in writing to Longnor Wood Holiday Park (If sending by post and not email you are advised to use registered or recorded delivery).

4 In the event that You cancel Your booking under paragraph 3 above and Your booking is cancelled on or after the commencement of the 28 days period referred to in paragraph 1(c) or if You are deemed to have cancelled Your booking in accordance with paragraph 1(c)), You will be required to pay a percentage of the Balance of the Total Hire Charge in respect to the total booking period. The percentage of the Balance of The Total Hire Charge payable on cancellation is as follows:

Cancellation period (in days before the commencement of the hire period)	Percentage of Balance of Total Hire Charge payable
15 – 28 days (inclusive)	45%
8 – 14 days (inclusive)	75%
0 – 7 days (inclusive)	100%

If you have already paid the Balance of the Total Hire Charge in accordance with paragraph 1(c) or have paid the whole of The Total Hire Charge at the time of Your booking, the Company will refund to You the percentage of the Balance of the Total Hire Charge not payable by You under the above table.

5 In the event that You cancel Your booking under paragraph 3 above and Your booking is cancelled before the commencement of the 28 day period referred to in paragraph 1(c), You will not be required to pay the Balance of the Total Hire Charge. If you have already paid the Balance of the Total Hire Charge in accordance with paragraph 1(c) or have paid the whole of the Total Hire Charge at the time of Your booking, the Company will refund to You the Balance of The Total Hire Charge.

6 Subject to paragraph 7 below, in the event that You cancel any booking as a result of death or serious illness of a member of Your party as detailed on the booking form, or redundancy of You or Your spouse or partner, and where suitable evidence is produced (e.g. letter or certificate), You shall not be required to Pay the Balance of the Total Hire Charge. If You have paid the Balance of the Total Hire Charge in accordance with paragraph 1(c) or have paid the whole of the Total Hire Charge at the time of Your booking, the Company will refund to You the Balance of the Total Hire Charge. The booking Deposit shall not, however, be refundable in these circumstances.

7 The Balance of the Total Hire Charge shall not be refundable to You in the circumstances described in paragraph 6 above in the event that a booking is cancelled as a result of a pre-existing medical condition or injury of a member of the Your party (being a medical condition or injury which exists at the time of booking).

8 (a) Although the Company will do everything possible to avoid doing so, in the event that it is necessary for the Company to cancel Your booking (including, without limitation, as a result of unforeseeable events which are beyond the Company's reasonable control) and suitable alternative accommodation of a comparable standard acceptable to You cannot be arranged, the Company will refund to You the total amount paid by You at the time of cancellation by the Company (such figure will not exceed the Total Hire Charge). The Company will have no further liability to You for any other costs or expenses arising as a result of such cancellation.

8(b) In the case of government intervention, for example in the case of a pandemic, this clause is invalid and subject to the park discretion.

9(a) Lodge, static and pod bookings are from 5pm on the day of arrival until 9am on the day of departure.

(b) Pitches for touring caravans and tents are available from 2pm on the day of arrival and must be vacated by 12 noon on the day of departure or by such later time as may be notified to You.

10 An administration charge of £30 per booking will be made for alterations to the booking, including alterations to accommodation, additional services and extras and dates and for offers not claimed at the time of booking. No

alterations can be made under paragraph 10 after the commencement of the 28 day period referred to in paragraph 1(c).

11 Longnor Wood Lodges, statics, pods and touring pitches must be kept in a clean and tidy condition. You are responsible for the cost of repair and replacement for any breakages or other damage caused during Your occupation of the lodge, static, pod or touring pitch. If You fail to leave the lodge, static, pod or touring pitch in a clean and tidy condition, the Company reserves the right to charge You an additional cleaning charge for any cleaning which is additional to the standard cleaning that the Company usually carries out between lettings of a lodge, static, pod or touring pitch. Where You have paid a security deposit, this will be used to cover the cost of repair, replacement or additional cleaning.

12(a) All users of the Park are responsible for the safekeeping of any personal possessions or other physical property which they bring onto the Park and are required, at all times when they are on the Park, to exercise due care and attention to protect their own personal safety and wellbeing.

(b) The Company accepts liability to You for personal injury or death caused by the negligence of the Company or its employees and officers (acting within the course of their employment or duties and scope of their authority).

(c) The Company's liability for any loss of or damage to any personal possessions or other physical property caused by the negligence of the Company or its employees or officers acting within the course of their employment or duties and scope of their authority shall be limited to the repair, replacement or reinstatement value of such personal possessions or physical property (whichever is the lowest).

(d) Subject to (b) and (c) above, in no circumstances shall the Company or any of its employees or officers have any liability for any other loss or damage to You or any other user of the Park including, without limitation and whether direct, indirect or consequential, any loss of profits or revenues, loss of data, loss of anticipated savings, loss of production, business or good will or economic loss, howsoever arising or incurred.

(e) In no circumstances shall the Company have any liability to You or any other user of the Park for any damage, loss or injury caused by Your negligent acts or omissions or those of any other user of the Park.

13(a) You undertake on behalf of Yourself and all members of Your party to observe the Park rules as displayed at the Park from time to time.

(b) Parking: Lodges, statics and pods – one car in allocated space for lodges, statics and pods (with the exception of the 2 bed lodges where the maximum is two cars). All vehicles must be parked on designated parking areas. Commercial vehicles maybe subject to alternative parking arrangements.

(c) Lodges and holiday hire homes – maximum occupancy is dependent on the type of property hired, details can be found at www.longnorwood.co.uk but never exceed 4 people.

14(a) Dogs are only permitted in our pet friendly lodges/statics/pods, currently Cedar Lodge, Jasmine Lodge, Kale Lodge, Maple Lodge, Poppy Static, Quince Static, Rose Static and Yew Pod. Please see www.longnorwood.co.uk for an up to date list. The company reserves the right to require anyone who brings a dog or other pet into our non-designated pet lodges or holiday hire homes to remove it from the Park. The Company will charge You for any additional cleaning that may be required as a result of any breach of this paragraph(b). However, if you have a registered assistance dog, please contact reception in advance.

(c) Dogs are permitted on the touring pitches and tent pitches, subject to a maximum of two per pitch. Dogs must not be left unattended at any time. Dogs must be kept on a lead at all times, with the exception of the 4-acre dog exercising field. The Company reserves the right to request anyone who brings a dog on to the Park which is considered a nuisance, or is affecting the comfort of other guests, to remove it from the Park.

15 All prices quoted from Longnor Wood Holiday Park are inclusive of VAT where applicable at the rate in force at the time of publication. The right is reserved to vary the inclusive cost should the VAT rate alter.

16 To ensure the quiet enjoyment of the Park at night we have an enforced no noise after 11pm policy.

17 The Company or its representatives reserve the right to require You, any members of Your party or other users of the Park, to leave the Park where such persons breach the terms set out in these Conditions or breach any of the park's rules referred to in paragraph 13(a)

18 The Company or its representatives reserve the right to refuse admission to the Park. In such circumstances, the Company may, in its sole discretion, offer You a refund of all or part of the Total Hire Charge.

19 All information in brochures and/or our website about services and facilities at the Park was accurate at the time of publication. The Company reserves the right to vary services and facilities available at the Park from time to time depending on demand, availability of third party suppliers or circumstances beyond the Company's reasonable control.

20 All special offers, discounts and short breaks are subject to availability. Hirers may only use one special offer or discount per booking.

21 You are advised to take out an appropriate travel insurance policy at the time of booking from a reputable insurance provider.

Booking Periods for Rental Accommodation

You can book lodges per week, 7 nights, or for short-breaks of 2, 3 or 4 nights.

Change-over days: – Monday, Friday and Saturday.

Accommodations are available to check-in from 3.30pm (4.00pm if you have requested it to be fogged) on the day of arrival. Arriving after 5pm and before 10pm can be arranged by calling the park and doing the "check in" over the phone. All accommodations are to be vacated by 9.30am on the day of departure.

Pods are bookable on any day arrival for a minimum of 2 nights or 3 nights over all bank holidays.

Holiday Prices

Our prices are published per week, 7 nights, and per short break, 2/3/4 nights.

Gas and electricity is included in the hire price, subject to our 'fair use' policy below.

Payments are accepted, by debit or credit card or via BACs.

Linen & Towels for Rental Accommodation

Bed linen, indoor towels and tea towel is supplied but you do need to bring your own towel for outdoor/hot tub use.

Arrival Rental Accommodation

Guests have the option to check-in at reception (before 5pm) on arrival or to do the check in over the phone before arrival.

Accommodations are available to check-in from 3.30pm on the day of arrival (4pm if you have requested it to be fogged). Arriving after 5pm and before 10pm can be arranged by calling the park and doing the "check in" over the phone. Check-out is 9.30am on the day of departure.

Domestic Energy - 'fair use' policy

Gas central heating is included in the price of your holiday up to a maximum of 10 hours in every 24 hours. Heating can be run for longer periods, when changed by the park owner, and will be charged at the rate of £1 per hour. Guests who operate the heating without the owner's consent may be asked to leave.

Please ensure all external lights are turned off when you retire.

Noise. In consideration of every guest's enjoyment, excessive noise is not permitted between 11pm and 9am. Playing of radios or other sound equipment which can be heard by neighbours is considered excessive.

Hot Tubs. Out of consideration to our other guests, hot tubs are not to be used after 11pm.

Barbeques. Only gas barbeques provided by the park owner may be used on lodge, static and pod decks. Charcoal barbeques are not permitted on lodge, statics and pod decks under any circumstances.

Cyclists. Please exercise care for other guests. Cycling is only permitted on roadways.

Stone walls. Please do not climb on, remove stones from or damage walls in any way.

Fireworks. Use of fireworks or Chinese lanterns is prohibited on the park.

Recycling. Guests are requested to use the recycling point opposite reception.

Dogs are permitted in 'pet friendly' accommodation, up to a maximum of 2 dogs per unit or pitch: –

- **dogs may not be left unattended at any time**
- dogs must be kept on a leash when inside the park grounds
- dog owners must clean up dog mess at all times and deposit it in the bins provided.

The park owner reserves the right to ask dog owners who fail to adhere to these rules to leave the park. The park reserves the right to refuse admission to dogs of a frightening nature.

Visitors

All visitors must be over 18 years old and are allowed on site between 10.00 – 16.00 only. They must sign in and out at reception and park their vehicle in the car park displaying a valid permit.

Vehicles

All guest's vehicles must be insured for third party liability while on the park. The park speed limit of 10mph must be observed at all times. Washing of cars or other vehicles is not permitted on the park.

Lost Property

Lost property will be dated, labelled and stored for a period of 21 days. Property not claimed within this period will be disposed of through charity shops or clothing banks.

Lost property may be reclaimed at the park or returned to its owner following payment of the standard £10 charge for packing and transport fees (Package must not exceed 2 kg in weight or be larger than 45 x 35 x 16 cm once packaged or additional fees may apply).

The park owners accept no responsibility for loss or damage to lost property.