

Holidaymaker booking Terms and Conditions for Broadhembury Caravan & Camping Park

Part I

Your booking

Access Statement

We aim to provide the very best service to all our guests. Please discuss your requirements with us. We will do our very best to help. Our full Access Statement is available on our website (<https://www.broadhembury.co.uk/app/uploads/2018/03/Access-Statement-2012.pdf>). If you need these Terms and Conditions and our Booking Form in a different format, please ask us.

Park owner (referred to as "we/us/our")

Business name:	Broadhembury Caravan & Camping Park		
Address:	Steeds Lane, Kingsnorth, Ashford, Kent TN26 1NQ		
Contact:	Lee & Sally Stone		
Telephone:	01233 620859	Mobile:	07751 773927
Email:	sally@broadhembury.co.uk		

Who may stay with us

1. The person who completes the Booking Form, or who makes the booking with us by other means, is responsible for the booking and must be 25 years of age or older.
2. Only the people named on the Booking Form, or when the booking is made by another means, may stay with us.
3. Your booking is personal to you and you cannot assign or transfer it to any other person.
4. If you request a booking for more than two people, we may ask you to provide evidence to our reasonable satisfaction that you are all couples or all members of the same family. Bookings can normally only be accepted for those travelling alone, couples and families. We are unable to accept stag or hen parties. All Group bookings will be sent our Group policy and asked to confirm that they are happy to abide by our terms & conditions, by email, prior to arrival.
5. If you request a booking for more than one pitch arriving on the same dates (this will then be classed as a 'Group booking'), then we may contact you before deciding whether to accept the booking to help us decide whether we are able to provide the holiday experience you are looking for.
6. You must tell us if your booking request is connected to any other booking, for example because you know the other party or you share a common purpose in visiting the Park. If you do not tell us

about a connection, we may cancel your booking immediately and (if your stay with us has started) require you to leave the Park. You will only be entitled to a refund if a third party takes up your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

7. All Group bookings will be sent our Group policy and unless you advise us by email within 48 hours to the contrary we will assume these terms to have been accepted by all members of your group.
8. Unless by arrangement in advance, school aged children are not accepted during standard school term days.
9. Broadhembury is a holiday park and can only accommodate people working in the area by advance notice and with prior arrangement.
10. No commercial vehicles may be used as accommodation. Tents, caravans, motorhomes and RVs must be fit for purpose; i.e. with adequate ventilation and/or habitation documentation obtained where required; and in a clean and tidy condition.

How to book

11. Bookings can be requested in the following ways:
 - a. By telephone on 01233 620859
 - b. Online at www.broadhembury.co.uk
12. You must tell us your full requirements, for example if you are bringing any extra vehicles, tents, pup tents, or other structures. We need this information when deciding whether we are able to accept your booking and we may not be able to accommodate changes. Where we are able to do so, there may be an additional charge.
13. A contract exists when we have issued our confirmation to you.
14. Please check our confirmation carefully to see that it reflects your wishes. Please let us know of any difference within seven days, unless your holiday is to start within 14 days in which case you should inform us within 24 hours.
15. We reserve the right to refuse any booking.

The price you pay

16. Our prices include VAT.
17. The price agreed at time of booking will not be subject to any change.
18. Broadhembury's prices vary depending on many factors including time of booking. Only prices stated at time of booking are binding. We sometimes issue special offers and discounts but these cannot be applied retrospectively after the booking confirmation has been received from Broadhembury.
19. When you make your booking, you must pay a deposit as follows:
 - a. **Touring, stays of 4 nights or more:** £10 per night (if you are requesting to book 21 days or more before the start date). Bookings within 21 days of the arrival date & stays of less than 4 nights require full payment on booking.
 - b. **Glamping:** 30% of the full price (if you are requesting to book 28 days or more before the start date). Bookings within 28 days of the arrival date require full payment on booking.

- c. **Holiday home hire:** £90 deposit (if you are requesting to book 28 days or more before the start date). Bookings within 28 days of the arrival date require full payment on booking.

- 20. Unless you paid in full when requesting your booking, the balance of the price of your holiday must be paid as follows:
 - a. **Touring, stays of 4 nights or more:** Within 21 days of the arrival date.
 - b. **Glamping:** Within 28 days of the arrival date.
 - c. **Holiday home hire:** Within 28 days of the arrival date.

- 21. We are not required to send you a reminder. If the balance is not paid in time, then we may cancel the holiday and retain your deposit as our cancellation charge. We will confirm the cancellation to you in writing by email or letter.

- 22. Please make sure that you book all the dates you need. We are not able to guarantee that we will be able to extend your booking.

Arrivals and departures

Arrival times are from:

- a. **Touring pitches:** 2pm on day of arrival
 - b. **Glamping:** 2pm on day of arrival
 - c. **Holiday home hire:** 3pm on day of arrival

- 23. Unless by prior arrangement, you may not arrive after 7pm. We cannot accommodate tent, holiday home or glamping arrivals after 7pm. If you arrive in a caravan or motorhome after 7pm you will be accommodated on our Late Arrivals area, if we have availability. If this area is booked or full, we will not be able to accommodate you. For bookings of more than one night, the earliest you may then arrive on the next day is 10am.

- 24. If we have not heard from you within 24 hours of your expected arrival, we may release your booking. You will only be entitled to a refund if a third party takes up your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

- 25. You must vacate by:
 - a. **Touring pitches:** 12-midday on the day of your departure.
 - b. **Glamping:** 10am on the day of your departure.
 - c. **Holiday home hire:** 10am on the day of your departure.

- 26. We will try to allocate you the location of your choice on the Park, but bookings are not conditional on this.

- 27. Your location on the Park and directions to it will be confirmed on arrival. If you are in any doubt, please check with us. Any guest staying in the wrong location may be required to move.

Changes caused by exceptional circumstances

- 28. We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and

improvements, for example to address a health and safety risk, which would include unexpected weather conditions.

29. If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.
30. If the law prevents us from performing our obligations under these Terms & Conditions **at all**, for any reason which is not the responsibility of either party, we may ask you to postpone but will allow you to cancel if you prefer to do so. For these purposes, reasons which are *your* responsibility include any arising from your personal circumstances. Examples are ill health (except if the law prevents you from visiting or staying with us in consequence, for example because you are legally required to self-isolate) and any restrictions arising from your chosen career.
31. If you decide to cancel where clause 7 or clause 8 applies and your holiday has not started, then we will refund your booking including any deposit. If your holiday has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ('Direct Costs'). We will not be liable to make any other payment to you.
32. We may also cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your holiday has not started, then we will refund your booking in full including any deposit. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

Other cancellations

33. We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date (see Clause 15). However, you may cancel your holiday at any time. Cancellation will be effective on the date it is received by us.
34. If you cancel under clause 11, cancellation charges are payable as follows unless you are doing so because we are in serious breach of our obligations in these Terms and Conditions.

Touring bookings

Cancellation received more than 7 days before start date	Full refund (including any deposit) less £25 admin fee
Cancellation received 7 days or less before start date	Charge is 100% of holiday price; no refund

Glamping bookings

Cancellation received more than 28 days before start date	Refund (less any deposit paid)
Cancellation received 28 days or less before start date	Charge is 100% of holiday price; no refund

Holiday home bookings

Cancellation received more than 28 days before start date	Refund (less any deposit paid)
Cancellation received 28 days or less before start date	Charge is 100% of holiday price; no refund

35. You are not entitled to any refund if you or any of your guests leave before the end of your holiday, unless clause 7 or clause 8 applies or if we are in serious breach of our obligations in these Terms and Conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken.
36. We may also cancel your holiday if you breach any of these Terms and Conditions. Clauses 35-37 give further details.
37. If you are unable to take your holiday and wish to postpone to a mutually convenient date, we can do that within the following notice periods from your arrival date.

Touring bookings	7 days
Glamping and holiday home bookings	28 days

38. We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us. We are only responsible for any additional losses if you were entitled to cancel because we were in serious breach of our obligations to you and the losses were both directly caused by our breach and reasonably foreseeable by us when the booking was made.

Authorised means of payment

39. You may pay us in any of the following ways:
- By bank transfer using the following details:
Sort code: 40-08-32
Account number: 01020706
Account name: Broadhembury
Reference: Your booking reference number as issued by us
 - By credit or debit card payment in person at the Park office or by phone. We accept all major credit and debit cards (excluding American Express).
 - By credit or debit card payment when booking online. We accept all major credit and debit cards (excluding American Express).

Complaints

40. We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. If you remain unhappy, please contact us again within 28 days of your departure and we will try to help.

Please refer to:

Name/Job title:	Sally Stone, Proprietor	Telephone:	01233 620859
Email:	info@broadhembury.co.uk		

Personal data

41. Any personal data you give to us will be processed in accordance with the law and our privacy policy.

Location of privacy policy:	https://www.broadhembury.co.uk/privacy-notice/
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Our promises to you

42. We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, provided you comply with your obligations in these Terms and Conditions and except where exceptional circumstances prevent us from doing so.

43. We will provide, maintain and keep in good state of repair the Services, except where these have to be interrupted temporarily for the purposes of repair or development or for other reasons caused by exceptional circumstances outside our control.

44. We will insure the Park against usual third-party risks to a minimum of £5,000,000 per claim.

Your promises to us

You agree that you will:

45. Keep to these Terms and Conditions and the Park Rules.

46. Stay with us only for holiday and recreational purposes.

47. Pay promptly for your holiday and other charges due to us.

48. Pay to us interest at 3% per annum over the published base rate of Barclays Bank plc from time to time (in Northern Ireland, the Ulster Bank) on any undisputed sums overdue from the due date to the date we actually receive such amounts from you, both before and after any judgment that we may obtain against you.

49. Not cause any damage during your holiday.

50. Not do or fail to do anything which might put us in breach of any condition of the Site Licence, which is always available on the Park in a conspicuous place. For example, the conditions of the Site Licence which may affect you include those requiring the space between caravans and other

structures to be kept clear, those prohibiting combustible structures, those regarding car parking and those requiring the underside of caravans to be kept clear.

51. Not make any alteration to any accommodation or Pitch.
52. Permit us to move you to another location on the Park if necessary. We will ensure that any alternative location will be of similar quality and be responsible for all reasonable costs incurred.

Behaviour standards

These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the Park at the time.

You agree to, and you must make sure that you, your party and any visitors (including, in each case, their children), keep to the following standards of behaviour:

53. To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Park including other customers.
54. To supervise children so that they are not a nuisance or danger to themselves or other people using the Park.
55. Not to:
 - 55.1. Commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);
 - 55.2. Use the Park in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to clause 32.1) at the Park or in its vicinity;
 - 55.3. Commit any acts of vandalism or nuisance on the Park;
 - 55.4. Use fireworks, Chinese lanterns or any similar open flame heat source on the Park;
 - 55.5. Keep or carry any firearm or any other weapon on the Park;
 - 55.6. Keep or use any unlawful drugs on the Park;
 - 55.7. Create undue noise or disturbance or commit antisocial behaviour on the Park;
 - 55.8. Carry on any trade or business at the Park;
 - 55.9. Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Park.
56. You agree that if you or any of your family members or visitors or guests whom you have invited to the Park break the behaviour standards listed above then we may terminate your booking.

Cancelling the booking because you are in breach of these Terms and Conditions

57. We may cancel your holiday if you are in serious breach of your obligations in these Terms and Conditions and the breach is **not** capable of being remedied or is such that it causes a breakdown in the relationship between you and us (for example violence or intentional damage to property) by serving upon you reasonable notice in writing, or verbally, to cancel your booking. In deciding what period of notice is reasonable, we shall have due regard to the nature of the breach and other

relevant circumstances. In appropriate cases, this may mean requiring you to leave the Park immediately.

58. If you are in breach of any of your obligations under these Terms and Conditions which **is** capable of being remedied (for example, a failure to comply with the behaviour standards in clauses 30-33 which has not caused a breakdown in the relationship between you and us) we may write giving you warning, specifying the breach and asking you to remedy the breach within a reasonable and specified time. If you do not comply with that warning and the breach is either serious and/or amounts to persistent breaches of obligation, which taken individually would be minor but which taken together cause a breakdown in the relationship between you and us, we are entitled to write to you to cancel your booking. In appropriate cases, the warning we give you may be very short and we may then require you to leave the Park immediately.
59. If we cancel your booking under clauses 57 or 58 you will only be entitled to a refund if a third party takes up your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

Changing the Park Rules

60. It may be necessary or desirable to change the Park Rules from time to time, including for reasons of health and safety, the efficient running of the Park, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us, in which case we will notify you in writing using your contact details at the address on the Booking Form.
61. Any changes made to the Park Rules after we accept your booking may affect you because you will be required to comply with the changed Park Rules, but will not affect anything else to which you are entitled under these booking Terms and Conditions.

Keys

62. We hold a key to all the accommodation we own on the Park.
63. If you are staying in our accommodation, we may use the key for any purpose authorised by you, for example if you ask us to give access to an authorised visitor. We may require you to confirm your authority in writing.
64. We may also use the key in an emergency, such as an immediate concern for the health and safety of any person, to carry out urgent repairs or preventative work, or to check and secure the accommodation if it appears to be insecure.
65. We will take reasonable care when accessing any accommodation.

Communications

66. We agree that any letters or other communications between us shall be sent using the details for us in these Terms and Conditions and for you on the Booking Form. Email may be used.

Interpretation

67. **"Park Rules"** means the rules of conduct and practice issued by us from time to time and applicable to the Park. The Park Rules which currently apply to your booking are in Part II of these Terms and Conditions.
68. **"Pitch"** does not include any part of the Park except that on which the accommodation in which you are staying stands.

69. **"Services"** means the services which we have promised to make available without a separate charge to you, for example any utilities to your Pitch. Services for which we make a separate charge are provided under separate agreements and not these Terms and Conditions.
70. **"Site Licence"** means the caravan Site Licence applicable to the Park issued to us by the local authority under Section 3 of the Caravan Sites and Control of Development Act 1960 (or in the case of Northern Ireland under Section 3 of the Caravans (Northern Ireland) Act 1963) and other relevant statutes.
71. **"You/your"** means the person making the booking and all members of their party excluding children under 16. Where there is more than one person, each is fully responsible for the obligations in these Terms and Conditions.
72. References to taxes and laws are references to them as extended, amended or replaced from time to time.

Part II

Our Park Rules

Introduction

These Park Rules are in place for the good management of Broadhembury Caravan & Camping Park and the benefit of all who use it. These rules form part of the contract between us for your holiday. They should be read alongside your booking Terms and Conditions.

The Park Rules do not affect anything to which you are entitled under the booking Terms and Conditions.

The expression 'you'/'your' refers to all members of your party.

You must make sure that anyone using the park is aware of the Park Rules.

You are reminded that we may cancel your holiday if you are in serious breach of your obligations, including these Park Rules.

Safety

- You must use the park safely and should not cause danger to others.
- You must obey all health and safety notices displayed on the park and act on the reasonable instructions of park staff in matters of health and safety.

Security

- You are solely responsible for securing your Caravan, tent, other accommodation or accommodation hired from us.

Permitted number of occupiers

- Your accommodation/pitch may only be used by the people named on the Booking Form.

Visitors to the Park

- All visitors must register at Reception before proceeding on to the Park.
- Only people lawfully visiting with your permission have permission to enter the park.
- Your visitors may not arrive before 10am and must leave the park by 10pm.
- It is your responsibility to ensure that your visitors and all occupiers of your Caravan, tent, other accommodation or accommodation hired from us adhere to the Park Rules.

Ejection on grounds of behaviour

- In the event of persistent or serious misconduct by you, a member of your family, your occupiers, visitors or guests, we will follow any relevant notice procedures in our agreement with you. We do not have to follow any formal procedure to eject other visitors.

Facilities

- The usual opening and closing dates of our facilities are provided on our website. However, the dates and times of opening may be subject to change depending on seasonal fluctuations or unforeseen circumstances. We will do our best to advise you at the time of booking of any changes at that stage, otherwise please always check prior to booking if this is important to your stay.
- The availability of our facilities is also subject to our Terms and Conditions.

Digging

- You must not dig any hole at the park.

Smoking

- It is illegal to smoke or use e-cigarettes inside enclosed public buildings.
- You must also refrain from smoking or using e-cigarettes in any of our holiday accommodation.
- If you are found to be smoking in public buildings or our holiday accommodation, you may be charged a £80 cleaning fee. This would be a serious breach of your contract with us which may lead to you being required to leave the park.

Washing

- You may only use washing lines of the rotary type or the windowsill type and must remove them and store them out of sight immediately after use.
- You must site washing lines to avoid inconvenience to other caravan owners and park operations.

Refuse

- You must not deposit refuse outside. You must use the refuse bins provided.
- Recycling points are available on the park and you should use these facilities where appropriate.
- You must not feed wild birds or animals.

Vehicles, driving and parking

Vehicles

- You must insure all vehicles you use on the park as for use on the public road.

- You must insure all accessories and items towed by vehicles (such as towed boats, cars and jet skis) as for use on the public road.
- You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned.
- Motor vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.
- Quad bikes, trials bikes and powered scooters are not permitted on the park.
- You must not wash cars with a hosepipe.

Driving

- We permit cars onto the park for the purposes of access to your caravan, accommodation or pitch only. Accordingly, save to the extent that you may need to do so because of a disability, you must not drive cars round the park for other purposes such as visiting other locations on the park.
- You must drive all vehicles on the park carefully and within the displayed speed limit.
- You must hold a full current driving licence to drive any vehicle on the park.
- You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.
- There is a speed limit on all park roads of 5mph, which must be adhered to.
- We allow a maximum of 1 motorised vehicle to be parked alongside each pitch (we do not include a motorhome/campervan in this calculation).
- Motorhomes/touring caravans cannot be parked alongside self-catering accommodation.
- Electric cars cannot be charged on your pitch by any means, including the use of an electricity supply or hook-up.
- The arrangements for charging electric cars are at Reception in the allocated EV charging bays

Parking

- You must not park anywhere except in the permitted parking spaces that has been allocated to you.
- Visitors' cars must be parked only in the allocated parking spaces for visitors, or in any space which the people they are visiting allow them to use in their place.
- You may park not more than 1 car at your Caravan/ accommodation/pitch.
- Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
 - light commercial or light goods vehicles as described in the vehicle taxation legislation and
 - vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.
- You must park, and move off, with great care for pedestrians and particularly for children.

Pets

- You must not bring any pets or animals when you visit the park except the following:
 - not more than 2 dogs (not to include any of the breeds subject to the Dangerous Dogs Act 1991).
 - not more than 2 domestic cats
 - not more than 2 budgerigar[s] or parrots which you must keep within the Caravan/pitch.
- Dogs, cats and other pets are not permitted in the following areas of the park:
 - Inside the facilities buildings
 - Beyond the Hollies facilities buildings and onto the children's play areas
 - Pet free holiday homes or any of our glamping accommodation.
- You must tell us before you visit the park if you plan to bring any pet or animal and answer any reasonable question about them and their suitability for our park environment. If we are not satisfied that the pet or animal is suitable for our park environment, we may tell you that you cannot bring them. This is because we cannot allow the safety of others to be put at risk.
- Any pet or animal you bring must be supervised by and under the control of you, or of a responsible adult in your party, **at all times**. This means you may not leave any pet or animal unsupervised in a caravan, tent or other holiday accommodation or anywhere else on the park at any time that it is likely to become distressed, bark or cause a nuisance. Nor may you leave any pet or animal under the supervision of any person aged under 18. These rules apply even if the pet or animal knows the park well and you believe them to be well-behaved.
- If you do not supervise and control any pet or animal, we are likely to ask you to remove it from the park straight away. Depending on the circumstances, you may not be allowed to bring it back, or may only be allowed to do so with our written permission, which we would not withhold once our reasonable concerns have been addressed. This is because we cannot allow the safety of others to be put at risk.
- If you see another pet or animal anywhere on the park which does not appear to be supervised by and under the control of a responsible adult, or whose behaviour gives a cause for concern, please report this to a member of staff straight away.
- We have a short dog walk on the Park and dog exercising should be taken here. Directly off site we have a host of local footpaths and interesting walks, please ask at Reception for details.
- You must keep any dog on a short lead at all times on the park. When tethered on your pitch your dog's lead must be short enough to confine it to your pitch only.
- You must clean up if your animal defecates on the park.
- Nothing in these Park Rules prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

Recreation

- You may only play ball and other games in the areas set aside for recreation (the children's playgrounds & 5-a-side football pitch)

- You may only fly small toy kites on the Sports' Field.
- You may not use drones, powered model aircraft or any other powered flying objects on the park.
- You may not use skateboards or electric micro scooters at the park.
- You may only use powered model car or similar toy on the Sports' Field.

Children

- Children must be supervised whilst on the park and are the responsibility of their parent or guardian during their stay.
- Never allow children to play near or in the streams/ditches/ponds, as there are areas of deep water.
- Children must not play on the play area before 7.30am or after 10pm.
- Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
- An adult must accompany small children to the toilets.

Fire precautions

- You must ensure that all occupants of your Caravan, tent or other accommodation are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.
- You must not store fuels or combustible materials other than removable containers on the park.
- Open fires of any kind are not permitted.
- Firepits (with appropriate spark guard) & chimineas are permitted so long as only charcoal fuel is used.
- BBQs/firepits
 - must be raised off of the ground & located at least 3m from any hedge, tree or vehicle
 - can only be fuelled by electricity, gas or charcoal
- Glamping accommodation is provided with individual gas BBQs. They cannot be used with charcoal or any other fuel. Always operate your BBQ with your safety bucket, filled with water, nearby. As with all camping holidays, parental supervision is essential at all times. Broadhembury cannot be held liable for injuries sustained due to parents/guardians failing to supervise children around the BBQs.

Hired Accommodation

- We reserve the right to enter your accommodation at any time for any reasonable purpose, for example to undertake checks, maintenance work or housekeeping. Your occupation is not exclusive.
- You are responsible for the contents of the accommodation whilst it is let to you. If you leave the accommodation in a messy or untidy state, you will be charged for the extra cleaning at an hourly rate of £25. All damages or losses are chargeable and should be reported to the Park Reception before your departure or you will be sent an invoice. Only one key is supplied per holiday accommodation and there is a £25 charge for lost keys.

- We reserve the right to make a reasonable charge to you for any damages, missing items or extra cleaning, including damage to other guests' property. A guide to our current charges is available on request.. Additional copies are available at reception for your reference.
- You are requested to bring your own waterproof mattress protectors if required as you will be liable for the replacement of any mattress which is soiled by you or your party.

Lost property

- For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after one month.

Photography

- We regularly take photographs and videos for promotional purposes and we occasionally receive requests from third parties to film on the park. Should you not wish to appear in any material, please pay attention to the notices we put up when pictures are being taken.
- Photography is prohibited in the facilities buildings
- Where others may reasonably expect privacy, you must obtain their agreement before taking a photograph in which they are identifiable. Examples are when they are in accommodation or on a pitch.

Wi-fi

- Our wi-fi is very restricted due to our rural location and is not for streaming. The service may not be the same as you are used to at home.