

# **Woodland Springs Terms and Conditions**

**Introduction** - Woodland Springs Touring Park is an adult only park catering for touring caravans/trailer tents/tents/motor caravans and camping pods (unit). All guests and visitors must be 18 years of age or above. Bookings are accepted subject to these Terms and Conditions.

Seasonal Pitch variations to these Terms and Conditions are in separate addendums to this document.

**Booking** - We reserve the right to refuse admittance or to immediately terminate the visit of any person or persons who contravene these Terms and Conditions (including addendums where applicable) or whose conduct is detrimental to Woodland Springs Touring Park or likely to cause distress or nuisance to other guests and visitors. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you. Bookings and fees are accepted on the understanding that all these rules and conditions are observed.

The person who makes the booking is responsible for the booking and warrants that they, and all members of the party, are 18 years of age or over and that the party will not exceed the numbers stated at the time of booking unless we are notified of, and agree to, the change in advance of your arrival. We do not accept parties or large groups. Maximum booking is 3 pitches, no more than 2 small tents or 1 caravan or 1 motorhome on a pitch, 4 people on 1 pitch with a maximum of 8 people in total.

The size of your unit, including any tents and gazebos, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch. Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check with Reception. Any guest on the wrong pitch may be required to move.

The earliest arrival is 1.00pm (unless agreed in advance) and all pitches must be vacated by 11.00am on the day of your departure otherwise an additional nights pitch fee will be charged. The latest arrival time is 8.00pm.

On arrival, all customers and visitors (including day visitors) are to report to reception. We are to be notified about day visitors in advance of their visit

If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch.

**The Price of the Holiday** - Once you have made your booking and paid the deposit, the price of the holiday will not be subject to any change unless the rate of VAT changes or the booking is altered in any way. The balance of the price of your holiday must be paid on arrival prior to pitching up for touring or 21 days in advance for pods. All Bank Holiday bookings are to be paid in full in advance and are non-refundable.

**Cancellation of the Holiday by you** - You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However cancellation charges are payable as follows:

More than 21 days	Deposit only
21 to 8 days	50% of holiday cost or the deposit whichever is the greater
7 day or less and non-arrivals	100% of holiday cost
Bank Holidays	100% of holiday cost

**Change or cancellation of the Holiday by us** - If we are unable to provide the booked holiday or we have had to cancel your booking before the holiday is due to start, you are entitled to a full refund of the money you have paid.

Except where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control as described in the next section we will pay compensation as follows but not exceeding the total holiday cost:

More than 100 days	nil
50 to 99 days	£10
15 to 49 days	£20
Under 15 days	£40

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Unforeseeable or unusual occurrences beyond our control include but are not limited to war, threat of war, riot, terrorist activity, natural or nuclear disaster, fire or anything that prevents access to or occupation of the site.

## **General**

We shall not be liable to any persons visiting the site for any personal injury, damage to property etc., however caused unless it is due to our negligence.

- Everyone is expected to act in a courteous and considerate manner towards us, our staff and other guests.
- All buildings and pods are non-smoking and non-vaping areas.
- For safety the speed limit on the park is 10 mph.
- No lorries or other commercial vehicles to be brought to the park unless agreed in advance. Only 1 car can be parked on the pitch. Maximum of 2 cars per pitch, second car is to be parked in the car park.
- Silent hours are from 11.00pm to 8.00am.
- The main gate is locked at 11.00pm and unlocked at 7.30am (times may vary in the winter), these times may be varied by us but adequate notice will be given. When locked only pedestrian access is possible.
- Open fires and fire pits are not permitted.
- The grass MUST be protected from ground and low level barbeques
- Instant BBQ's are not to be used or disposed of at Woodland Springs.
- On grass breathable groundsheets only, no solid groundsheets are allowed in caravan awnings or tents except in tent sleeping areas or where it is a part of the tent itself. No plastic, tarpaulins, mats, awning tiles, carpets or rugs etc. to be used on grass. Anything can be used on stone.
- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. Any problems with trees/bushes etc. are to be reported to us.
- Do not carry out any unauthorised work on or tamper with any Woodland Springs property, especially taps.
- We reserve the right to charge for any damage caused to Woodland Springs land or property.
- Ensure that your pitch is kept tidy and free of rubbish.
- Flags, ensigns, pennants, wind socks etc. are not to be flown.
- No games are to be played in the park area.
- No loud music, noise or other behaviour that interferes with others enjoyment of the park.
- No External Gas Bottles on caravans or motorhomes.
- No electric heating or fires in caravan or motorhome awnings or canopies.
- Strictly no car, caravan or motorhome washing as we are on a water meter.
- Recycle your waste and dispose of waste water/rubbish etc. in the various facilities provided.
- Please consider others by not using the glass recycling between 10.00pm and 8.00pm.
- Washing lines can be used but please do not tie them to trees etc. This also goes for tethering dogs.
- Keep all dogs on a lead at all times except in the designated exercise area, only allow dogs off lead if they are well behaved.
- Clean up after your pet in all park areas, in the hamlet, bye way and fields.
- Please do not leave your pet unattended at any time unless agreed with us.
- The use of generators is not permitted.

## **Pods**

- For safety reasons we ask that all cooking is done outside the pod. No BBQ's are to be used in the pod or on the decking.