

WOODCLOSE PARK

TERMS & CONDITIONS OF BOOKING

Our aim is to provide a relaxed break for families and couples alike. To ensure the maximum enjoyment of your break and that of all our other guests, and to ensure the good management of the park and for the benefit of all who use it, the following Terms and Conditions are in place and these form the agreement between us for your occupation of a Wigwam/Camping/Caravan pitch on the park.

In these Terms & Conditions, the expression "you"/"your" means the caravan owner and/or occupier and/or occupier of a Wigwam/Tent, and the expression "we"/"us"/"our" means the park owner and/or manager.

We reserve the right to ask guests who contravene these Terms & Conditions or the Park Rules or, who in any other way are behaving in a manner likely to cause distress or nuisance to us or to any other visitors or customers of ours, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

1. BOOKING YOUR HOLIDAY

1.1 Advance booking is advisable and essential at bank holidays.

1.2 Checking availability and bookings can be made in the following ways:

- By using our online service at www.woodclosepark.com
- By telephoning the park on 01524 271597. Office hours are 9 am to 12 noon and 1 pm to 5 pm. Outside those hours you may leave a message on the park's answerphone with your name and telephone number and a suitable time for us to call you back, or alternatively email us at bookings@woodclosepark.com providing the same information and we will contact you.

1.3 A minimum booking of two nights is required at weekends, and three nights for May Day, Spring Bank Holiday and August Bank Holidays, and four nights for Easter weekend.

1.4 A deposit will be requested on booking your holiday and the contract between you and us exists as soon as you have received confirmation from us that we accept your booking.

Touring Deposit

For bookings less than two weeks in advance full payment is required. For bookings more than two weeks in advance a £20 deposit is required with the balance due two weeks before arrival (for bookings less than £20 full payment only will be taken).

Wigwam Deposit

For bookings less than two weeks in advance full payment is required. For bookings more than two weeks in advance a £40 deposit is required with the balance due two weeks before arrival.

- 1.5 We accept most major debit and credit cards for deposit payments but please note that credit cards incur a fee of 1.5% when paying the balance on arrival. Cheques may be made payable to Lake District Estates Co. Ltd.
- 1.6 The balance due is based on the information given at the time of booking, if for some reason this is incorrect then please inform the site office before your arrival to make sure that the changes are acceptable with the park and please note that this may alter the amount payable (extra adults, children, dogs etc.)
- 1.7 The balance of the price of your holiday will be requested two weeks prior to your arrival. If the balance is not paid at this point the park reserve the right to cancel your holiday.
- 1.8 The person who makes the booking is responsible for the booking and warrants that they are over 21 years of age and that the party will not exceed the numbers stated in the booking [**SEE 1.6 ABOVE**].
- 1.9 Please see below our policy on group bookings.
- 1.10 We reserve the right to refuse any booking.

2. ARRIVAL & DEPARTURE

- 2.1 All guests and visitors must report to reception on arrival.
- 2.2 Touring /Camping pitches are available from 1 pm on the day of arrival and must be vacated by 12 noon on the day of departure. Wigwams are available from 2.30 pm on the day of arrival and must be vacated by 10.30 am on the day of departure. N.B. no provision can be offered for early arrivals.
- 2.3 The latest arrival time is 8.30pm. As a courtesy please inform the site if your arrival time is due after 6pm to allow for staff organisation.
- 2.4 Your pitch number or Wigwam and directions to it will be confirmed to you on arrival. If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.

- 2.5 Touring pitches and Wigwams must be left clean and tidy and vacated by the times set out above.
- 2.6 Every endeavour will be made to allocate guests the pitch or Wigwam of their choice however it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch or Wigwam.

3. **CANCELLATION POLICY**

3.1 Cancellation of the booking by you.

- 3.1.1 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 based on the number of days' notice we are given as follows:

More than 100 days Deposit only

3.2 Cancellation of the booking by us.

- 3.2.1 If we are unable to provide the booked holiday and have to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

- 3.2.2 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:

Refund of deposit paid

Unforeseeable or unusual occurrences beyond our control include but are not limited to war, threat of war, riot, terrorist activity, natural or nuclear disaster and fire.

- 3.2.3 In the event that you are ejected from the park for a breach of one of the Terms and Conditions or Park Rules, no refund will be payable.

4. **GROUP BOOKINGS**

- 4.1 We cater for families and couples and do not accept group bookings from hen or stag parties etc. A maximum booking for families and couples is three wigwams. We also reserve the right to refuse any booking.

5. **VISITORS**

- 5.1 Visitors must report to reception on arrival and must check-in. We reserve the right to refuse admission to anyone coming onto the park.
- 5.2 Visitors who stay overnight will be charged normal site fees.
- 5.3 Visitors must adhere to the Park Rules and are subject to the same ejection policy as guests.

6. **BEHAVIOUR STANDARDS**

- 6.1 You must act in a courteous and considerate manner towards us, our staff and other guests.
- 6.2 You must comply with the Park Rules which are available on our website and are on display in the park office.
- 6.3 Children must be supervised properly at all times by a responsible adult so they are not a nuisance or danger to themselves or others. Children must not play in or around toilet blocks or between or near caravans or lodges, down the hill at the back of the site. Any damage caused to park facilities or caravans will be the responsibility of the children's parents or guardians.
- 6.4 The play park closes at 9 pm or dusk (whichever is the earlier) and parents or guardians are responsible for ensuring that children return promptly to their tent/caravan/Wigwam after the play park has closed.
- 6.5 Children must ride bicycles responsibly on the park.
- 6.6 Ball games are not permitted in or around the caravans and play park area. Please ask at reception for permitted areas.
- 6.7 No music, singing or other noise which may cause a nuisance to other occupiers of the park shall be permitted between the hours of 10.30 pm and 8 am and at all other times we would ask you to be considerate and not cause or create any undue noise or experience.
- 6.8 You should leave the areas of the park, toilet blocks and wigwams that you have used in a clean and tidy condition.

- 6.9 Please place litter in the bins provided and recycle waste items wherever possible.
- 6.10 Groundsheets are only allowed on the grass pitches if they are perforated/breathable ground sheets and we ask that these be rolled up when possible and the awning skirts lifted during the day to allow the ground to breathe, especially when on grass for longer than two nights.
- 6.11 No firearms or offensive weapons are permitted to be kept or used on the park at any time.
- 6.12 The use of generators is not permitted.
- 6.13 Washing lines and rotary driers are only permitted if they are not visible by other guests on the park.
- 6.14 Customers must not put rubbish, detergents or any other material which might block the septic tank or sewage system down the toilets. This would include but is not limited to household wipes, nappies and sanitary products; even if the manufacturer's information states that they are suitable for being flushed away. If you are in any doubt, please seek clarification as to whether it is acceptable to dispose of certain items down the toilets.
- 6.15 Campfires are not allowed on the park, and barbeques and chimeneas are only allowed if the grass is protected by paving flags provided.
- 6.16 Anyone found to be damaging park equipment (for example picnic benches, patios, play park, etc) will be asked to leave immediately.
- 6.17 No log, branches, twigs and similar may be removed for any purpose from any hedges surrounding the park as our wildlife rely on this as habitat.
- 6.18 All Wigwams and buildings have a non-smoking policy and you must not smoke in or around any Wigwams or buildings on the park.
- 6.19 You must not commit any criminal offence at the park or undertake any criminal activity.
- 6.20 You must not commit any acts of vandalism or nuisance.
- 6.21 You must not use any unlawful drugs.
- 6.22 You must not carry on any trade or business at the park.

7. **VEHICLES**

- 7.1 All units and vehicles must be stationed or parked following the directions of our staff. Failure to do so may result in you being asked to resite your vehicle or unit.
- 7.2 Commercial vehicles and vans are only permitted at our discretion.
- 7.3 The speed limit on the park is 10 mph and this must be observed at all times.
- 7.4 All vehicles must conform to the Road Traffic Acts and must have current tax, MOT and insurance. The provisions of the Highway Code apply to all roads on the park.
- 7.5 No recreational vehicles (including but not limited to motorised scooters/skateboards and non-Road legal motorised vehicles) may be used on the park, with the exception of accessibility scooters.
- 7.6 Vehicle access is prohibited between the hours of 12 midnight and 7 am (except in emergencies) and the site gates will be closed. Should emergency access be required there is an out of hours staff calling system in operation via the public telephone situated in the main facilities building along the central corridor. Please note this service is free.

8. **DOGS**

- 8.1 Well-behaved dogs only are permitted by prior arrangement with us. Such arrangements must be made at the time of booking.
- 8.2 Dogs must be kept on a short lead at all times and must not be left unattended on the park at any time.
- 8.3 Dogs must be exercised off the park and guests should use the exit from the park nearest their accommodation when doing so.
- 8.4 Dogs must not be permitted to foul the park however we are aware that 'accidents' do happen and you must clean up immediately if the animal defecates on the park.
- 8.5 The permission for a dog may be withdrawn at any time if the dog is, in our opinion, causing a nuisance on the park and if you are requested to do so by us, the pet must be removed from the park immediately.

8.6 No other pets are permitted on the park.

9. **EJECTION FROM THE PARK**

9.1 We reserve the right to ask any person who is in breach of any of these Terms & Conditions or any of the Park Rules or who in any other way behaves in a matter likely to cause distress or nuisance to us or other visitors to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

10. **LIABILITY**

10.1 We accept no responsibility for any loss or damage that may occur to your caravan, car, tent or associated property whilst on the park, except where such loss or damage has arisen as a result of our negligence or a breach of our duty to you.