

Booking Terms and Conditions

Our Holiday Park is owned and operated as a family business, we try to ensure that a reservation made with us is an enjoyable experience. We welcome Touring Caravans, Motorhomes, Campervans, Trailer Tents and Tents. Please read the following Terms and Conditions.

All reservations require a 25% deposit and the balance of your holiday is due 4 weeks before arrival. A cancellation plan is available:-

Touring Reservations

1 – 7 days duration £25 per booking 8 – 14 days duration £50.00 per booking.

Accommodation Reservations

1 – 7 days duration £50 per booking 8 – 14 days duration £100.00 per booking.

The plan only covers parties included at the time of booking. Cancellation cover is for medical reasons only and a Doctors certificate will be required if cancellation was necessary. An excess charge of £25 will be deducted in the event of a claim.

If insurance cover is not in place we regret that deposits are non-refundable. Balances are also non-refundable. We strongly advise that you obtain adequate insurance to cover any eventuality that may cause you to cancel your reservation. Bookings are non-transferable.

Refunds cannot be made for early departures due to adverse weather or for whatever reasons.

Families are expected to supervise the conduct of their children on site and they remain the responsibility of their parents or guardians.

We are a very dog friendly Park, however, our four legged friends are welcome only on the following conditions:

1. They **MUST** be kept on a lead at **ALL** times, there is an enclosed dog exercise area in the Top Field where they are free to run and enjoy themselves!
2. Any fouling must be collected and disposed of in the bins provided
3. They can **NEVER** be left on site or in a vehicle in the car park unattended

Pitches are not available until **12 noon**. Please do not arrive before this time, we do not have a waiting area and early arrivals cause delays for customers trying to leave the site. Please plan your journey to allow plenty of time as **final check-in time is 9.00 pm. In Low and Mid Season periods we cannot accept arrivals after Dusk. Sorry, there are no exceptions.** Please give us a call if you have any queries on this matter.

Pitches must be vacated by **10 a.m** to allow for sites to be checked and cleared.

Every effort is made to accommodate your vehicle on your pitch although this cannot be guaranteed. All vehicles must carry a Watermouth sticker for recognition.

Chalets and Accommodation Units are not available until 4 p.m. and checkout is 10 a.m. If your party will be arriving after 6 p.m. please call and give advance notice.

We are a friendly family park, any unreasonable behaviour by any guest and or member of a family/party will result in the termination of the guest/party's stay and they will be automatically required to leave with no refund of any monies that have been paid.

We also request that there is no music played and ask all guests to adhere to our strict noise rules. Any guests failing to do so will be asked to leave with all party members at the time or the next morning, with no refunds. We do realize that everybody is on holiday and we want our guests to enjoy themselves, but noise does carry at night especially through canvas.

We are a Seasonal Holiday Park and there may be times when some of the facilities will not be available. The Beach Hut, Reception and Shop open on a daily basis and the hours are displayed at the entrance. Reduced hours are operational during low season.

The Swimming Pools are open from 4th May 2018 until 28th September. The Pools are for Residents only and are not supervised. **Children under 15 years must be accompanied by an adult at all times.** The temperature of the pools can vary due to climatic changes and we reserve the right to close the pools at any time if necessary.

There is a one way system operational and the speed limit on the Park is **10 m.p.h.** As there are often many children on the Park we ask you to observe this limit at all times.

All visitors must check in at Reception and use the Pay and Display parking machine in the car park.

B.B.Q's are allowed on the Camping Fields but they must be raised off the ground. Should you require extra blocks they are available.