

## **Chestnutt Holiday Parks - Terms & Conditions for Tourers/Motor homes/Campers 2019**

Chestnutt Holiday Parks facilitates overnight stay. Our guests' enjoyment and safety is paramount and therefore we would ask you to read the following terms and conditions before making your booking. We reserve the right to ask guests whom contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to 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.

### **Bookings**

Advance booking is strongly advised, particularly for weekends, bank holidays and during July and August.

The Parks are open for overnight stay as follows:

- Annalong Holiday Park - 15th March – 31st October, Tourers/Motor homes, Tel 028 437 68248
- Sandilands Holiday Park – 15th March– 29<sup>rd</sup> September, Tourers/Motor homes/Tents, Tel 028 417 63634
- Chestnutt Holiday Park – 29th March – 29th September, Tourers/Motor homes/Tents, Tel 028 417 62653

Please contact us by telephone or email for our current prices and special offers for longer stays.

Please book directly with the Park of your choice. Bookings can be made by telephone or in person. All bookings must be accompanied by payment in full or £100 deposit for longer term bookings or £500 deposit for seasonal bookings. At time of booking full contact details are required and payment must be received in full by credit/debit card or cash.

By booking you give permission for your contact details to be retained and we may use these to inform you of any offers or events relating to the Park. Under no circumstances will this information be given to a third party.

### **Minimum Nights**

The following minimum stays apply as follows:

- Easter - 4 nights
- Bank Holidays - 3 nights
- July / August - 2 nights at weekend

### **Cancellations/Amendments**

A minimum of 14 days written notice (letter or email), in advance of arrival date is required from anyone wishing to cancel their booking. If more than 14 days notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given minus £10.00 administration charge. Cancellations within 14 days of customer's arrival date are not transferable or refunded unless in exceptional circumstances, such as serious illness or family bereavement. (Appropriate documentation e.g. a medical note must be forwarded in order to process the refund, minus £5.00 administration charge). Customers are advised to have insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during stay. Credit note or vouchers are only valid for current season.

### **Party Size/Age Restrictions**

A maximum block booking of 3 pitches is permitted (excluding Caravan & Camping Clubs). We cannot guarantee that caravans booked in together will be beside each other on the Park. Persons under 18 years of age are not accepted unless with family members who will be responsible for their conduct. We reserve the right to refuse bookings with an objective justification and if bookings are made and are not representative of those booking in we may refuse the booking and in such case monies are non-refundable.

### **No Shows**

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund. If no notification is given and the pitch is not occupied by 1.00pm on the day following the day of expected arrival, we reserve the right to re-let the pitch with payment forfeited.

### **Arrival/Departure**

Your arrival is welcome from 2.00pm onwards. On arrival please check in at reception where you will be asked to sign to comply with the park rules and regulations. Access to your pitch will only be permitted when payment is received in full. There is a £20 deposit required for access fob to toilet / shower block facilities. Shower tokens cost 75p and are available at reception during office hours.

Check out time is 12 noon. A late (5pm) check out is available for a charge. This can only be booked on morning of departure if available.

### **Office Hours:**

- Low season 9am – 5pm weekdays
- July/August 9am – 8pm weekdays Friday and Saturday 9pm
- Sundays 10am – 12noon & 3pm – 5pm

Please inform office staff of late arrival or early departure. Please read Park Rules and information notices on display at Park

### **Pitch Allocation/Services**

On arrival you will be informed of your pitch number. Whilst every effort is made to meet requests no guarantee can be given. You must set up on pitch given so please check to avoid being asked to move.

All pitches are hard stand with multi service towers providing 16 amp electricity, water and grey waste facility.

All rubbish must be removed from pitch on departure. Recycling facilities are available and need to be used accordingly.

### **Awnings**

Awnings must not exceed the length of caravan. During adverse weather conditions you may be asked to take your awning down. For longer stay we may request that you take your awning down to allow the ground to recover. No heaters, tumble driers, washing machines are permitted inside awnings.

### **Vehicles**

Only one car is permitted per pitch. Extra vehicles or visitors cars can park in the car park at Reception. No commercial vehicles are permitted on site.

### **Dogs**

Dogs are welcome but must be kept on a short lead at all times. Dog owners must not leave their dog unattended and fouling of ground is strictly prohibited.

### **Fires**

Open camp fires are not permitted on the Park. Free standing BBQ's are allowed.

### **Children**

Children at all times must be properly supervised, so that they are not a nuisance or danger to themselves or others.

### **Noise**

Quiet hours are from 11.00pm – 7 am, please respect fellow guests and keep noise to an absolute minimum

### **Liability**

Park Breaks and the parks shall not be liable for the death or injury of any person named in the Booking Form or for any loss or damage to property of any such person howsoever any such death, injury, loss or damage may be caused otherwise than as a result of our negligence.

Whilst every care is taken to ensure that the details shown on this website are correct, neither the park or camping breaks can accept responsibility for errors contained therein or the results thereof.

### **Availability of Facilities**

Whilst the parks will endeavour to provide all facilities and entertainment advertised on this website, the parks reserve the right to alter or withdraw amenities or facilities or the whole or part of any programme of activities, without prior notice, and without any liability to pay you compensation or damages for the loss of an advertised facility or entertainment. You should also be aware that many parks offer restrictions on facilities and their opening hours during the off peak. Adverse weather conditions may also cause the closure of some facilities.

### **Unforeseen Circumstances**

The parks regret they cannot accept liability or pay any compensation for cancellations to your holiday or the destruction or damage to your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of the holiday) due to 'force majeure', i.e. any event that could not be foreseen or avoided. Such events include but are not limited to industrial disputes, war, or threat of war, civil disorder, natural or nuclear disaster, fire, adverse weather conditions and all similar conditions.