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## **Terms and Conditions – Touring Caravans, Motorhomes and Trailer Tents**

### **Bookings**

Are accepted at the discretion of the owner and may be cancelled if our terms and conditions or site rules are not adhered to. All bookings are in GDP (£) and include VAT at the appropriate rate.

### **Amendments to your booking**

You should notify us immediately if you wish to extend your stay or change dates. We will try to accommodate all requests but this is not always possible, in which case the cancellation policy (explained below) will apply. The cancellation policy also applies to bookings which are shortened.

### **Minimum Nights**

There is a minimum number of two nights on a weekend for online bookings. One night bookings can be made by telephone but are subject to availability. All bank holidays are a minimum of three nights, except Easter which is a minimum of four nights.

### **Deposits**

A £40 deposit per pitch is required upon making your reservation for bookings of 7 days or less. For bookings of longer than 7 days, an £80 deposit is required when making your reservation.

### **Balance**

The remaining balance is due 7 days prior to your arrival on site. An email will be sent to you advising how this can be paid.

### **Payment**

Can be made by cash, bank transfer or debit/credit cards.

### **Extra Charges**

Payments for gas and other ancillary supplies available at Reception must be paid for in full at the time of purchase. No credit is extended.

### **Cancellations**

If cancellation is made more than 7 days prior to arrival then any monies may be transferred to another booking. The booking must take place within the same calendar year; no monies can be carried forward to subsequent calendar years. If cancellation is less than 7 days prior to arrival this will result in no refund. The Park are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

### **Arrival**

During 'summer opening' (March to October), arrival is between 1pm and 6pm (7pm on Fridays). During 'winter opening' (November to February), arrival is between 1pm and 5pm (6pm on Fridays). If you wish to arrive later than this then please contact us and we will advise of the after-hours check in procedure. If you wish to arrive before 1pm please contact us and we will advise if this is possible.

**Departure**

Is before 12 noon. Late departures (up to 5pm) may be possible subject to other arrivals and an additional cost. Please contact us if you wish to arrange a late departure.

**Pitch Allocation**

Pitches will be allocated by the site owner. We will try to accommodate requests to be in specific areas of the site, however these cannot always be guaranteed during busy periods.

**Insurance**

All motorhomes, caravans and trailer tents brought to site, must have adequate liability insurance.

**Behaviour**

We reserve the right to ask you to leave the Park if the behaviour of any member of the party is unacceptable to us.

**Complaints**

We make every effort to ensure that you have an enjoyable stay with us. However if you do have reason to complain please inform us immediately and we will attempt to rectify the situation. If we do not know about it then we cannot help.

**Data Protection**

By making a booking you agree that we can store your information. This allows us to complete your booking and allow you to stay. We may also use your information to contact you if necessary. Please advise if you do not want us to contact you.

All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and promotion of the site we may email you to make you aware of late availability, future events or developments on the Park. You will be asked if you wish to receive these notifications from us and how as part of the booking process. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

Full information in regards to our Privacy Policy can be found online at [www.hillsidecaravanpark.co.uk](http://www.hillsidecaravanpark.co.uk).

**Reviews**

We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

**Terms and Conditions – Holiday Cottage****Bookings**

Are accepted at the discretion of the owner and may be cancelled if our terms and conditions or rental guidelines are not adhered to. All bookings are in GDP (£) and include VAT at the appropriate rate.

**Pets**

No pets allowed in the cottage at any time.

**Amendments to your booking**

You should notify us immediately if you wish to extend your stay or change dates. We will try to accommodate all requests but this is not always possible, in which case the cancellation policy (explained below) will apply. The cancellation policy also applies to bookings which are shortened.

**Minimum Nights**

There is a minimum number of three nights for all bookings. Bookings of less than three nights can be made by telephone and are subject to availability. All bank holidays are a minimum of three nights, except Easter which is a minimum of four nights.

**Payment**

Full payment is required at the time of booking. Payments can be made by cash, bank transfer or debit/credit cards.

**Extra Charges**

Payments for other ancillary supplies available at Reception must be paid for in full at the time of purchase. No credit is extended.

### **Cancellations**

If cancellation is made more than 7 days prior to arrival then any monies may be transferred to another booking. The booking must take place within the same calendar year; no monies can be carried forward to subsequent calendar years. If cancellation is less than 7 days prior to arrival this will result in no refund. The Park are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

### **Arrival**

During 'summer opening' (March to October), arrival is between 4pm and 6pm (7pm on Fridays). During 'winter opening' (November to February), arrival is between 4pm and 5pm (6pm on Fridays). If you wish to arrive later than this then please contact us and we will advise of the after-hours check in procedure. If you wish to arrive before 4pm please contact us and we will advise if this is possible.

### **Departure**

Departure time is by 10am. Late departures may be possible subject to other arrivals. Please contact us if you wish to arrange a late departure.

### **No Smoking**

The cottage is a no smoking area under any circumstances. Please ensure you are a minimum of 15-20 feet from the cottage if you are smoking outside.

### **Behaviour**

We reserve the right to ask you to leave the Cottage if the behaviour of any member of the party is unacceptable to us.

### **Damage**

Guests are required to take good care of the property and its contents and leave the cottage clean and tidy on the day of departure. If during your stay we become concerned as to the extent of any damage, breakages or disturbance, we reserve the right to enter the property and in extreme circumstances may require the guests to vacate the property. All damage must be paid for.

### **Complaints**

We make every effort to ensure that you have an enjoyable stay with us. However if you do have reason to complain please inform us immediately and we will attempt to rectify the situation. If we do not know about it then we cannot help.

### **Data Protection**

By making a booking you agree that we can store your information. This allows us to complete your booking and allow you to stay. We may also use your information to contact you if necessary. Please advise if you do not want us to contact you.

All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and promotion of the site we may email you to make you aware of late availability, future events or developments on the site. You will be asked if you wish to receive these notifications from us and how as part of the booking process. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

Full information in regards to our Privacy Policy can be found online at [www.hillsidecaravanpark.co.uk](http://www.hillsidecaravanpark.co.uk).

### **Reviews**

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## **Terms and Conditions – Camping Pods**

**Bookings**

Are accepted at the discretion of the owner and may be cancelled if our terms and conditions or site rules are not adhered to. All bookings are in GDP (£) and include VAT at the appropriate rate.

**Party Size**

The maximum number of occupants staying in a Mega Pod is four persons. In our Deluxe Mega Pod there is a maximum of five persons. The booking is accepted based on the party size declared at the time of bookings. Additional people may be added at a later date, these will be charged for at the applicable rate.

**Pets**

Pets are only allowed in the dog friendly pods, please double check you have booked the correct pod for your stay.

**Amendments to your booking**

You should notify us immediately if you wish to extend your stay or change dates. We will try to accommodate all requests but this is not always possible, in which case the cancellation policy (explained below) will apply. The cancellation policy also applies to bookings which are shortened.

**Minimum Nights**

There is a minimum number of two nights for weekend bookings. Bookings of less than two nights can be made by telephone and are subject to availability (excluding Deluxe Mega Pod bookings). All bank holidays are a minimum of three nights, except Easter which is a minimum of four nights.

**Payment**

Full payment is required at the time of booking. Payments can be made by cash, bank transfer or debit/credit cards.

**Extra Charges**

Payments for other ancillary supplies available at Reception must be paid for in full at the time of purchase. No credit is extended.

**Cancellations**

If cancellation is made more than 7 days prior to arrival then any monies may be transferred to another booking. The booking must take place within the same calendar year; no monies can be carried forward to subsequent calendar years. If cancellation is less than 7 days prior to arrival this will result in no refund. The Park are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). We recommend that you have adequate holiday insurance in place to cover this.

**Arrival**

During 'summer opening' (March to October), arrival is between 2pm and 6pm (7pm on Fridays). During 'winter opening' (November to February), arrival is between 2pm and 5pm (6pm on Fridays). If you wish to arrive later than this then please contact us and we will advise of the after-hours check in procedure. If you wish to arrive before 2pm please contact us and we will advise if this is possible.

**Departure**

Departure time is by 10am. Late departures may be possible subject to other arrivals. Please contact us if you wish to arrange a late departure. You must leave the pod in a clean and tidy condition.

**Behaviour**

We reserve the right to ask you to leave the site if the behaviour of any member of the party is unacceptable to us.

**Damage**

Guests are required to take good care of the property and its contents and leave the pod clean and tidy on the day of departure. If during your stay we become concerned as to the extent of any damage, breakages or disturbance, we reserve the right to enter the property and in extreme circumstances may require the guests to vacate the property. All damage must be paid for.

**Extras**

Orders must be made within 48 hours of arrival. If you have any special requests please contact us directly.

**No Smoking**

The camping pods are no smoking areas under any circumstances. Please ensure you are a minimum of 15-20 feet from the pod when you are smoking outside as they are a wooden structure.

**Cooking**

No gas heaters/cookers should be used inside the pod. Gas cooker/BBQs may be used externally, however no open fires/fire pits are permitted on the site under any circumstances.

**Complaints**

We make every effort to ensure that you have an enjoyable stay with us. However if you do have reason to complain please inform us immediately and we will attempt to rectify the situation. If we do not know about it then we cannot help.

**Data Protection**

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