



Hillside Caravan Park

Contents

Page 1 - Terms and Conditions – Touring Caravans, Motorhomes and Trailer Tents

Page 2 - Terms and Conditions – Holiday Cottage

Page 3 - Terms and Conditions – Camping Pods

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 will apply.

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.

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. If cancellation is less than 7 days prior to arrival this will result in payment in full with no refund.

Arrival

Is between 1pm and 7pm (8pm on Fridays). If you wish to arrive later than this then please contact us and we will advise if this is possible. If you wish to arrive before 1pm please contact us and we will advise if this is possible.

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.

Departure

Is before 12 noon. Late departures may be possible subject to other arrivals. Please contact us if you wish to arrange a late departure.

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. We will refund the appropriate proportion of the charges you have paid.

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. We may disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park. Please advise if you do not want us to contact you. Please advise if you do not want us to contact you.

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 site rules 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 will apply.

Minimum Nights

There is a minimum number of two nights for online bookings. Bookings of less than two 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 a cancellation is made more than 7 days prior to arrival then the monies paid may be transferred to another booking. If cancellation is less than 7 days prior to arrival this will result in no refund of payment at the discretion of the owner.

Arrival

Arrival time is not before 4pm. If you wish to arrive earlier than this then 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.

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. We will refund the appropriate proportion of the charges you have paid.

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.

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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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 camping pod is four 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 up to a maximum of four. These will be charged for at the applicable rate.

Pets

No pets allowed in the camping pods 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 will apply.

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. 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 the monies paid may be transferred to another booking. If cancellation is less than 7 days prior to arrival this will result in no refund of payment at the discretion of the owner.

Arrival

Arrival time is not before 2pm. If you wish to arrive earlier than this then 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. We will refund the appropriate proportion of the charges you have paid.

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.

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

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Data Protection

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