



## **Whitemead Caravan Park - Terms and Conditions**

### **Please read in full**

Occupation of a pitch implies the acceptance of the owner's terms and conditions. We accept no responsibility or are not liable for damage, loss or injury incurred on the site, however caused.

The person registering is responsible for the conduct of his/her party. Parents must assume responsibility for their children at all times. Under 18's must be accompanied by their parents or legal guardians.

### **Bookings - Deposit and balance**

We require a £30 deposit per week/part week booked to reserve pitches in advance. Please make cheques payable to Jill Thomas T/A Whitemead

Deposits are non-refundable and are not transferable to an alternative date. Failure to arrive or contact us by 10.30am of the next day after the arrival date, we will assume you no longer require the booking and the pitch will be re-let.

The full balance is payable on arrival.

### **Early departures**

No refunds can be given if guests depart prior to the end of their booking period.

### **Bank Holidays**

There is a minimum 3 nights booking if the bank holiday falls in our mid season tariff (Easter and May Day) and 5 nights required if it falls in our high season tariff (Spring and August).

### **Arrival times**

Please do not arrive on site before 1.00 pm. If you wish to travel overnight, please stop at a safe and suitable place on route. Please do not arrive during the night or in the early hours of the morning as this will disrupt our other guests. Reserved pitches will be held until 6.00 pm on the day of arrival, so please let us know if your journey is delayed. Our reception is unmanned after 6.00pm so please call on arrival and the team will provide the relevant information about your pitch and you can register at reception the following morning.

### **Departure times**

Please vacate your pitch by 10.30am on your day of departure. If you wish to stay longer, please ask beforehand. An extension fee of £5 until 3pm may be possible if your pitch is not booked out that day.





### **Pitch requests**

We do our very best to accommodate requests for specific pitches however this cannot be guaranteed. Refunds will not be given where pitches have changed from the time of booking. Please keep your pitch and the facilities tidy and clean.

### **Pitching**

You must follow the management directive when pitching your tent/caravan or motor home and related equipment.

### **Rubbish**

Rubbish/recycling must be disposed of in the indicated areas. Please do not leave broken/unwanted camping equipment as we do not have any means of disposal.

### **Washing**

Clothes must be washed in the laundry room, no washing lines or rotary dryers are allowed. Please use unit window drying rails or the tumble dryers in the laundry room.

### **Water**

Water hoses must not be used for washing caravans, cars or other equipment.

### **Day visitors**

Day visitors are welcome but please let us know before they arrive. We require a car registration number or the make/model/colour and ask that their cars are parked in designated area. The hosts are responsible for the behaviour of their guests and to ensure that all visitors register at reception and pay the appropriate fee.

### **Additional cars**

There is a nightly charge for a second car per pitch, as detailed on the booking form. Please book this in on arrival. Cars to be parked in designated area. Commercial vehicles are not permitted on site.

### **Car Safety**

The Speed limit is 5mph. Please observe this at all times for safety reasons.

### **Dogs**

We welcome well behaved dogs on the park. Their owners must have full control of their dogs at all times and they must be kept on a lead and not allowed to run freely whilst on the park. Please exercise your animals off the park. Fouling must be cleaned up immediately. Failure to comply may result in you being asked to leave the park.



### **Gas Bottles**

Only gas bottles that fit in a caravan gas locker are permitted. No gas bottles to be stored in awnings or on the pitch.

### **Electric Hook Up**

It is the responsibility of the camper to ensure that the plug, cable and associated sockets used to connect between the hook up point and the campers unit is safe

### **Noise**

Please be respectful to your fellow guests and keep noise, including playing music and television volume, to a reasonable level. We ask that you to keep noise level to a minimum between 10.00 pm and 7.00 am. The management reserve the right to terminate the stay of those guests whose behaviour is deemed unsuitable. No refunds will be given in these circumstances.

### **BBQ**

We do not allow any type of camp fire including fire pits. BBQ's are permitted for cooking food only and must be kept off the ground at all times to avoid burning the grass. We provide bricks for your convenience. Burning wood or rubbish on your BBQ after you have finished cooking is not permitted as this is a fire hazard.

### **Games**

No ball games are allowed within the area of the park.

### **Standard of Unit**

All unit must be well maintained and in good condition to be permitted on site. No refunds given if a unit is not deemed acceptable.

### **GDPR**

1. Privacy Notice to be read and accepted, along with terms and conditions.