

## TERMS & CONDITIONS

### Reservations and bookings

Bookings are accepted by means of a £50 deposit per week or part thereof, with full payment being due 14 days before arrival date. Should payment not been received a reminder will be sent 14 days prior to arrival date. For bookings not paid up within our Terms and Conditions we do reserve the right to re-let pitches. **Please note that DEPOSITS AND BALANCE PAYMENTS ARE STRICTLY NON-REFUNDABLE AND NOT TRANSFERRABLE UNDER ANY CIRCUMSTANCE, unless covered by our booking Cancellation Plan.**

### Cancellations

**DEPOSITS AND BALANCE PAYMENTS ARE STRICTLY NON-REFUNDABLE AND NOT TRANSFERRABLE UNDER ANY CIRCUMSTANCES within 28 days of arrival date, unless covered by our booking cancellation plan.** Cancellations prior to 28 days of cancellation date have the option to transfer the deposit amount (or any other monies paid related to booking) to another date within 6 months of original booking date and can only be allowed to be transacted once. All bookings paid upon arrival and cancelled during stay are also nonrefundable and should be claimed back on your travel insurance.

### Cancellation plan

For peace of mind when booking, we can now offer our cancellation plan at a cost of £2 per night, should you need to cancel your booking due to an unexpected situation. This cover is optional and fully outlined in our cancellation plan document attached to this document. Please note that this plan only covers the "Reasons to cancel" detailed in Cancellation Plan document (listed below).

### Adult only

Waterrow Touring Park is an adult only park, catering for all persons over the age of 18. This also applies to visitors or guests.

### Arrivals and pitch availability

Due to our one-way entry/exit system pitches are available from 12:30pm and latest arrival time is strictly 5pm, should you wish to arrive after this time prior arrangements must be made as our gate entry system will be in force. Pitches must be vacated by 11:30am on the day of departure. If you wish to stay on your pitch after this time, please ask on that morning if it is possible. If you do stay on, we do ask you to make a small contribution to our charity Dorset and Somerset Air Ambulance.

### Specific pitch request

Subject to availability when booking you can specify your own pitch for a nominal cost per night which will guarantee that pitch for you (min 7 nights during peak times).

### Park Maintenance

We work hard to maintain high standards at Waterrow - please help us by keeping your pitch tidy and using the facilities provided for disposal and re-cycling of all waste. Please do not leave bulk items, faulty electrical appliances, or batteries for us to dispose of – please take them home with you. Clothes drying facilities are provided in the barn - washing lines, other than those attached to the window of your caravan/motorhome, are not permitted. Gazebos and flags are also not permitted.

### Dogs

Your dogs are welcome, a maximum of three per pitch, but must be always kept on a short lead, except in the dog walking areas. Please clear up after your dog wherever you are on the Park, using the bins provided. Please do not leave dogs unattended in your caravan/motorhome/awning for any length of time and do not allow your dog to upset or annoy other people.

### Noise and Nuisance

Please do not disturb other people - we will ask anyone causing unacceptable behaviour to either modify it or leave the Park. Please respect quiet time after 10pm.

### Environmental

Please respect the grass, plants and trees and avoid any undue damage to them, regularly moving any items standing on the grass. Caravan awning groundsheets are not allowed on the grass, most of our pitches are double width hardstandings to allow for this. HEATERS ARE NOT ALLOWED IN AWNINGS AT ANY TIMES OF THE YEAR. Barbecues are permitted where they are on a stand and leave no scorch marks on the grass. Open fires / fire pits are strictly forbidden both on the Park and in the woodland/river area.

### Visitors

Please let us know if you are expecting visitors. For your security and our peace of mind, we must be aware of who is on the Park and whether their visit is a legitimate one. Visitor cars should be parked in the parking area along the top hedge. Can we remind you that no-one under 18 is allowed on the Park.

### TV booster system

As the TV reception is poor, we have a TV booster system on every pitch. If you have an aerial coax cable, please bring it with you, otherwise we sell them for £15 (25m length)

### Wireless Internet Connection

We do offer free Wi-Fi (up to 100Mb) to all of our customers for general use, internet browsing, Social Media, e-mails etc. Streaming is allowed but is not guaranteed when the occupancy of the Park is high and the Internet is heavily in use. Please note that this is a free service provided.

### Electric vehicles

The charging of electric vehicles on the caravan park is strictly forbidden. There are charging points in Wiveliscombe and should we discover vehicles connected to the electric on the caravan park they will be disconnected immediately.

### Safety

Please always take care and observe our 5mph speed limit. The Park accepts no responsibility for loss or damage to persons or property. Should any accident occur while you are on the site, please report it immediately to reception.

### Accessibility

We have an Accessibility document that is available on request or can be found on our website.

### Licence

Our licence covers caravans, motorhomes, campervans and trailer tents only. No converted buses, lorries, etc. will be permitted onto the park and deposits will be refunded in these circumstances. If you must use a commercial vehicle for your holiday, please let us know when booking and we will ask you to park it in the car park (or lay-by over the road) once you are settled on your pitch.

### Park Management

If you have a problem, please come and see us at any reasonable hour and we will do our best to help. We wish you a very happy and enjoyable stay with us.

**WE HOPE YOU ENJOY YOUR STAY WITH US.**

## Cancellation Plan

### Summary

Being a privately owned caravan park, we do have to stipulate certain Terms and Conditions when it comes to paying for bookings. Our policy does ask for a £50 deposit per week (or part thereof) and also requires full payment 28 days prior to arrival date. Should you have an unexpected incident that prevents you from being able to fulfill your booking having paid in full, our Cancellation Plan will give you piece of mind.

### How it works

When making a booking, should you wish to opt for the Cancellation Plan, an amount of £2 per night will be added to the booking. As detailed within our Terms and Conditions, full payment of booking is due for payment 28 days prior to arrival date. With the Cancellation Plan in situ, should your booking need to be cancelled up to 24 hours prior to arrival date, a full refund (excluding the Cancellation Plan amount) will be refunded, provided the reason is within our “Reasons to cancel” description.

### Reasons to cancel

- Death of a member of the party or close relation/relative
- Accident or serious bodily injury
- Admission to hospital as an in-patient to you or any other member of your party or immediate family where the cancellation is certified as medically necessary by a medical Redundancy qualifying for payment under any applicable statute of any person in your party
- Jury service

**Please note: The Cancellation Plan does not include any cancellations relating to pets or faulty/damaged vehicles, caravans, motorhomes or the like.**

### Cancellation Procedure

Should you need to cancel for a qualified reason please contact us as soon as possible. The cancellation will then be acknowledged, during which documentary evidence will be asked be sent. Please note that written proof will need to be provided in order for a refund to be given. Payments will then be made within 30 days.

**It is important to note that this Cancellation Plan is not an insurance policy, nor does it replicate any features of a holiday insurance policy. Should this cover or protection be required please take out the necessary insurance policy with an Insurer or Insurance Broker.**