

Terms and Conditions of Hidden Valley Park

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It is important that you read the following terms and conditions carefully before making a booking. By making a booking either by telephone, email, post or online, you are agreeing to these terms and conditions. When a booking is made it is assumed that you have already read these terms and conditions.

Your enjoyment and safety is our priority, so it is important that you agree and adhere to these terms and conditions.

During winter, low and mid seasons some facilities may not be open due to lack of demand and weather conditions, therefore we advise you to check what is open before booking.

Electric heaters are not permitted in tents or awnings under any circumstance.

Extra ground sheets, footprint groundsheets or tent/awning carpets are not permitted under any circumstances. Anyone found using one will be asked to pay a charge of £5 each night.

Grocery home deliveries are not permitted to be delivered to pitch. If you arrange this service, please meet the driver of the delivery in the carpark and load your groceries into your own car. This is to stop disturbance to other guests.

Pitch sizes and pitch services

When making a booking it is important that you tell us the correct size of your unit, even if you are not asked the size. A small grass pitch is suitable for tents up to 6 x 4.5m. A medium grass pitch is for tents up to 5 x 8m. A large grass pitch is for tents up to 5 x 10m. A premier grass pitch is for tents up to 11 x 7m.

If you are booking a pitch for a caravan, you will automatically be booked into a hard-standing pitch if one is available, if not you will be booked onto a grass pitch. If you have a preference as to which type pitch, please tell us at the time of booking.

If you are booking for a campervan or motorhome, you will be booked onto a hard-standing pitch. We do not allow campervans or motorhomes on grass pitches.

A caravan/motorhome over 6.5 metres in length requires a medium pitch. A caravan/motorhome over 8 meters requires a large or premier pitch.

Large and premier hard-standing pitches are fully services with fresh (drinking) and grey water connections. All other pitches have shared drinking water taps and waste drains. Depending on the

layout of your caravan/motorhome you may require a 7meter extension to your current 7 meter water hose.

All pitches have access to electric and digital terrestrial TV hook-up, with the exception of those pitches in Buttercombe Meadow which is used as overflow and rally space.

Making a booking

Bookings can be made by telephone, email, post, online or in person. A deposit of £75 per week or 25% of the total booking value (whichever is greater) is due at the time of booking. A booking without a deposit is not classed as a booking and may be cancelled immediately without notice, even if you have asked for the booking to be held. Any outstanding balance of the booking is due forty two days before the booking commences. At the manager's discretion, you may be asked to make another payment before the balance is due.

Once a booking is made, you are responsible for paying the balance of the booking. If the balance is not paid at least forty two days before the holiday commences, the booking will be cancelled without refund or notice, even if you have asked for the booking to be held or we have entered into discussion with you regarding the booking.

You must disclose any information relating to your unit or party at the time of booking, weather you think it relevant or not.

When a special offer is used on your booking, you must quote the special offer or discount code.

These cannot be used in conjunction with any other offer or discount and is subject to availability.

They are used at our discretion and must be pre-booked at least one day before the booking commences. All discounts and offers may be withdrawn at any time without notice. Retrospective refunds will not be given against any offer, discount or promotion after a booking has been made, provisional or otherwise.

Anyone between the age or 2 and 15 inclusive are classed as children.

Pitch Extras

Awnings, gazebos, pup tents, trailers and extra cars are pitch extras, and must be booked and paid for at the time of booking, and are charged at the current rate displayed on the price list. Only one extra per pitch is allowed. All extras must fit within the pitch boundary. A larger pitch may be required, which will have to be paid for and is subject to availability. We may ask you to dismantle or remove any extra if we feel it necessary; we may dismantle or remove an extra without notice if we feel it necessary.

We may ask you to park extra cars and or trailers in the car park or our storage compound.

The maximum size of a gazebo is three meters x three meters. The maximum size of a pup tent is two by two meters, and must only be occupied by up to two children aged between three and fifteen inclusive.

Any extra is subject to our approval, whether is has been booked or not.

Day visitors

We are happy for you to have visitors during your stay, providing they abide by the park rules and terms and conditions. All day visitors must be booked and paid for at the current day visitor rate.

For safety reasons all visitors must report to reception upon arrival and must park any cars in the car park, a car parking charge may occur. In the event that reception is closed visitors must report to the duty warden. Under no circumstance are visitors allowed on site without reporting to reception

or the duty warden. Any visitor who is onsite after 10pm will be charged at the nightly rate. All visitors are at the discretion of the manager, and may be asked to leave at any time.

Groups

We understand that you may wish to holiday with friends, and are happy to accommodate up to two units together. We will endeavour to locate you next to friends, but this is not always possible. To make best use of our pitches, we may not be able to accommodate two pitches next to each other, even when a request has been made. On rare occasions we may move a booking which is already allocated to a particular pitch which may be part of a group.

We do not accept single sex groups, whether they are booked on one pitch or several pitches. A maximum of 6 people are allowed on any one booking or pitch. Any single or mixed sex group found to book using separate bookings and or names will be asked to leave the park without refund, and may be refused entry in the first instance, without refund.

Cancelations

If you decide to cancel your booking at any time, you will forfeit all money paid or due.

You are welcome to amend your booking up to forty two days before your booking commences. All amendments are subject to a twenty five pound administration charge. We will endeavour to satisfy your reasonable requests, subject to availability, and are made at the manager's sole discretion. All new booking dates must be within six months of the contact date, and must fall within the same booking season. Any amended dates will be subject to the full tariff rate and are not subject to any discounts or special offers. Any additional charges or costs must be paid at the time of making the amendment. Booking dates can only be amended once, a second amendment will be classed as a cancelation.

Bookings will not be amended due to adverse weather conditions under any circumstances.

Cancelation Insurance

Cancelation insurance can be purchased at a rate of £1.25 per night, which must be purchased at the time of booking. This insurance protects you up to and including the day before your original arrival date, against loss of all money paid, excluding the total insurance premium and a twenty five pound administration charge. The cancelation must be confirmed in writing and must be received before the holiday commences. The insurance covers you against: Redundancy of the main person mentioned on the booking or spouse; serious illness or injury whereby the main person mentioned on the booking, spouse or any names person on the booking, has been told not to travel by the registered GP on any of the dates during the booked dates (previously diagnosed illnesses or injuries will not be covered); Death in the immediate family of the main person (or spouse) mentioned on the booking, which has occurred within fourteen days of the booking commencing.

Supporting documents will be required (redundancy letter or doctors/death certificate), and must be sent to us by recorded delivery with your written cancelation.

Arrival/departure

Check in time for touring and camping is between 12:30pm and dusk or 8pm whichever is earlier. You are welcome to arrive earlier, and if the pitch is vacant you may check-in early. If the pitch is not yet vacant and ready for you, you may park in the carpark and enjoy the facilities on-site.

If we do not hear from you otherwise and you have not arrived before dusk, your booking will be classed as a cancellation on your part. If you are going to arrive after 5pm, please call reception before 5pm on 01271 813 837.

Pitches must be vacated before 10:30 on the day of departure. If you wish to stay longer (until 5pm) you are welcome to book a late-stay, subject to availability at a charge of £10 per unit.

Caravans, trailers and cars may be left in the carpark on the day of departure until 5pm, subject to a charge of £5, and subject to availability.

Vehicles on site

To retain the character and beauty of the park, commercial vehicles – sign-written on otherwise are not permitted on the touring and camping fields. You may arrive in a commercial vehicle, but you may be asked to store it in the carpark, at our discretion we will allow you to travel to your assigned pitch in your commercial vehicle to set up; however you will then have to park it in the carpark. We reserve the right to refuse entry of any commercial vehicles.

Any vehicle being used as a campervan must be that of a suitable conversion with fully reclaimable seats, and for your privacy must have suitable curtains. Sleeping in cars or vehicles not suitable for sleeping in, is not aloud.

We reserve the right to refuse entry of any vehicle, caravan, or tent, if we feel it necessary.

Behaviour/quiet times

Please respect others around you on the park, and adjust your behaviour accordingly. Any conversation, music or television set must not be audible from the next pitch, and have the volume turned down at 10pm. At 10:30pm we ask for absolute quiet.

Anyone found to be causing nuisance or not using suitable behaviour for the park will be asked to leave immediately without refund or compensation.

Children

Children remain the responsibility of the accompanying parent and/or guardian, and must be suitably supervised during their stay.

Dogs

Dogs must be kept on leads at all times and any fouling must be collected and disposed of. A maximum of three dogs per pitch are permitted onsite. If there is an incident onsite involving your dog please note that you may be asked to leave the site immediately.

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