

# Lydford Caravan & Camping Park

## Terms and Conditions

Our aim is to provide you with safe, peaceful, and clean caravanning and camping in beautiful surroundings on a well-managed site. To achieve this, we must make our Terms and Conditions clear, so please read on to ensure that the following meets your needs and expectations. We look forward to welcoming you at Lydford.

### Checking your booking

Please check that the booking confirmation we send is correct. If it is incorrect, or requires amendment, please contact us without delay, and we will update or correct the booking and provide you with a revised booking confirmation.

### Payment

To confirm a booking, we require a non-refundable deposit of £25. By paying the deposit you are entering into a contract with the Park and agree to our Terms and Conditions. Full payment of the cost of your holiday is due at least 28 days before your confirmed arrival date, and a reminder will be sent. If payment has not been received in full by the due date the Park reserves the right to re-let the pitch.

### Changing your dates

We are happy to make amendments to your bookings at no additional charges, subject to availability.

### Cancellations

Cancellation date	Refund
Cancel more than 14 days before arrival	Refund of all monies less the £25 deposit
Cancel less than 14 days before arrival	No refund
Rebook more than 14 days before arrival	Transfer all monies to new booking
Rebook less than 14 days before arrival	Discretion of management

To protect yourself against cancellation due to unforeseen circumstances, we strongly advise that you take out Holiday Insurance.

### Early departures

If you choose to leave the park before your booked departure date for whatever reason, no refunds will be given for the remaining days of your booking.

## **Arrival and departure times**

Arrival time on site is strictly between the hours of 1:00 PM and 8:00 PM during May to September inclusive and up to 6:00 PM during the rest of the season. We do not have a late/early arrival area. All new arrivals must report to Reception before entering the site. It is important to ensure that you have booked the correct pitch to fit your unit as mistakes may not always be rectified at the time of arrival. On your day of departure, please leave the site no later than 12 noon.

## **Early arrivals and late departures**

Guests wishing to make an early arrival (10 am onwards) or a late departure (vacate pitch by 6pm) MUST enquire if this is possible in advance. An additional charge of £10 will be payable. Please be aware that our arrival & departure times are set with consideration for the residents of Lydford and to minimise disruption.

## **Day visitors**

Please remember that your booking is for your pitch and those booked to stay. We are therefore not obliged to accept visitors at any time, however, at our discretion, by prior arrangement, we will accept a maximum of four visitors for short visits between the hours of 10:00 AM and 9:00 PM only. All unexpected visitors will be refused entry. All visitors must park off site and report to Reception before entering.

## **Types of units**

No commercial/sign written vehicles may be used as accommodation. We do not accept bookings for units towed by large commercial vehicles, large American type RVs or fifth wheel caravans. If in doubt, please contact us prior to booking.

**Where Staff are not happy with any aspect of the safety of any arriving unit, they have the right to request sight of the relevant Conversion/Habitation certificate. In the absence of such certification, Staff have the right to refuse entry, and give a full refund of any fees.**

## **Group bookings**

To preserve the peace and quiet that our guests expect and enjoy, we do not accept multiple associated bookings or large groups. Bookings will only be accepted from persons over the age of 18.

## **Noise levels**

Our guests enjoy the peace and tranquillity of the countryside, so we ask that the site is quiet between the hours of 10:00 PM and 8:00 AM. Additionally, all noise should be kept to a minimum throughout the day, so please ensure that only you can hear your television or radio etc. We do not permit the use of generators at any time.

## **Children**

All children must be supervised by parents or another responsible adult throughout their stay, ensuring that they do not cause disturbance or nuisance to others, both around the site and within our toilet facilities. We do not have playground equipment, nor do we allow the use of kites, frisbees, hard ball games, any form of projectile, powered scooters or bikes, skateboards, or blades to be used on site. There is a recreation ground with play equipment a short distance away.

## **Dogs welcome**

Well behaved dogs are very welcome on the Park, (max 3 dogs per pitch) but must be always kept on a lead. Dogs must not be left unattended on the park at any time and are not permitted in any of the park buildings (except for assistance dogs). We welcome responsible dog owners who clear up after their dogs and bins are provided for this. We will not tolerate dogs which cause a nuisance to other guests, (for example, dogs who bark excessively or are aggressive), or owners who do not clean up after their dogs.

## **BBQ's, gazebos, windbreaks and clothes dryers**

We allow charcoal or gas barbecues and elevated fire tables provided they do not damage the site or grass and should be on a stand at least 12 inches off the ground - bricks available from Warden. Under no circumstances is the burning of wood allowed in ANY device due to fire risks. BBQ's must be always supervised and the correct firefighting materials to hand. You should make yourself aware of the location of firefighting equipment. We allow gazebos and windbreaks providing they fit on your pitch and are dismantled during windy weather and overnight. We do not allow units to be fenced in or connected to another with these items. We allow small clothes dryers by your unit, but do not allow ropes and lines between trees and units.

## **Vehicles and bicycles**

We have a strict speed limit of 5mph on site and pedestrians always have right of way. Fully licenced drivers only may drive on site. There must be no vehicle movements on the site between the hours of 10:00 PM and 7:30 AM with exception of emergencies. There must always be at least six metres of clear space between each habitation unit. One vehicle only per pitch is allowed and may be parked in the 6mts space providing that it is at least 3mts from the next unit.

**Although we take yours and your unit's safety and security very seriously, the Proprietors disclaim all responsibility for any accident, injury, damage or loss to any person or property howsoever caused whilst they are using any of the facilities or equipment on the Park.**

**The site management reserves the right to request any person or animal to be removed from the site if causing nuisance or distress to others at any time day or night without refund of fees, as it will be deemed that they are in violation of these Terms and Conditions.**