

Upwood Holiday Park; Hire Fleet, Camping Pods, Touring Caravans, Motorhomes & Tent Pitches -Terms & Conditions with Park Rules.

WE RECOMMEND YOU READ THESE TERMS & CONDITIONS CAREFULLY.

BY BOOKING A PITCH YOU AGREE TO ABIDE BY UPWOOD HOLIDAY PARK'S TERMS & CONDITIONS

PLEASE RETAIN FOR YOUR OWN RECORDS

Booking Confirmation

Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment. Minimum deposit or full payment (whichever is the lower) for tourers is £35, minimum deposit for static holiday caravan hire and pods is £50. All bookings must be paid in full one month prior to arrival. All Bank Holiday bookings must be paid in full. Deposits are non-refundable and will only be transferred given at least 14 days notice prior to arrival for tourers/pods and tents and 28 days notice for static holiday hire caravans. Please consider holiday insurance to avoid disappointment.

Conditions of Booking

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Upwood Holiday Park and its facilities are intended for family holidays. Sorry we do not accept stag or hen parties.

Pitch Allocation

When booking a pitch - the size of your unit, e.g single axle/twin axle, must be stipulated to ensure that the allocated pitch is large enough to accommodate you. Should you subsequently alter your requirements we cannot guarantee to provide the appropriate sized pitch. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch. We cannot guarantee that caravans booked in together will be beside each other on site.

Payment

Payment can be made by cash, cheque, credit/debit card. Cheques will only be accepted when paid ten days in advance of arrival.

No Caravan/Motorhome/tent will be allocated a pitch until the full balance has been paid. Please do not ask staff to allow access to a pitch without full balance payment as refusal may offend.

Fire

The fire assembly point for the caravan park is the area in front of the reception building. In the event of an emergency dial 999 for the emergency services and notify the park manager immediately.

Dogs

Dogs are allowed on the park but must be kept on a lead at all times. By bringing your dog to Upwood Holiday Park you are accepting full responsibility for its conduct and behaviour. Any dog that is deemed to be unsuitable or a nuisance will result in the owner being asked to remove it from the site immediately. Safe and well-behaved pets are very welcome.

Please note that we don't accept any dogs in the Mega Pods and only one (small/medium sized) dog per static hire caravan.

Minimum Stay

All bank- holidays have a minimum 3 night stay.

Arrival

On arrival, all customers and visitors (including day visitors) are to report to reception. Your arrival is welcome from 2pm. The latest arrival time is 10pm (midweek anyone arriving after 5pm should ring to get the night warden's contact number and give an eta), if by 9pm on your date of your arrival we have not heard from you we reserve the right to re-assign your pitch. Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check. Any guest on the wrong pitch will be required to move.

Departure

All pitches must be vacated by 12 noon (All pods and static holiday hire caravans by 10.30am) , otherwise an additional night's pitch fee may be charged. Sunday departures can usually be extended free of charge if you book Sunday lunch (please chq with reception). No refunds are given for early departures.

Dealing with Electricity Hook-Ups

The maximum loading on each caravan hook up is 10 amps. If any problems occur please carry out the following checks:

A. If there is no power to your caravan, CHECK

1. Are you properly plugged into the electricity box? Disconnect the plug and reconnect it making sure it is fully inserted.
2. Is the main switch in the electricity supply box trip in the on position (if not push to the bottom and lift back to the top)?
3. Is the main switch in your own caravan/motorhome in the on position?

B. If the electricity is tripping off: Check What have you turned on in your caravan? You may be overloading your trip or one of your electrical appliances is faulty. Turn of all appliances and check which appliance is the cause. If you have carried out all these checks and there is still no power, please contact a member of staff.

Children:

Children remain the responsibility of their parents or guardians at all times. It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times. No ball games are to be played if there is a chance of hitting a caravan, car or tent. The play area is unsupervised, it is the parents' responsibility to ensure that their children are correctly behaved and don't harm themselves or others whilst using the equipment. The Play area must not be used when it is dark and not before 8am (not for use by children over 14 years of age). **Finally..... The Park is a great place for children to come and meet new friends and investigate the great outdoors in relative safety, but please remember it is your job to supervise your children, not ours.**

Use of your holiday accommodation

Only those people listed on the booking can occupy your accommodation and use the facilities of the Park. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made.

Website accuracy

We take every care to ensure that the details in this website are accurate at time of going live. Photographs are taken at our Parks and are intended for guidance only. Layout plans are for illustrative purposes only. Please note that not all items will be identical in all accommodation.

If you have a comment

If you are dissatisfied with any aspect of your holiday, please speak to the Park Reception. In most cases they will be able to help you immediately so that you can enjoy the rest of your stay. However, if you are still dissatisfied, you must speak to the Park Management and record your complaint with them. If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the park owner at the Park no later than 28 days after the end of your holiday. We are only able to take action on any complaints that are first brought to the attention of the Reception team whilst you are on your holiday and secondly received in writing within 28 days, unless there are exceptional circumstances. It is necessary for

Upwood Holiday Park to impose these limitations so that we have the opportunity to solve the problems experienced.

Changes to your Holiday by you

After you have paid your Deposit you may wish to change some elements of the Holiday, e.g. type of accommodation or lead name. We will try to meet your request. Any changes must be made at least 28 Days before the Holiday date, and be confirmed to us in writing. It may be necessary to cancel your break due to illness, accident or change of circumstances. If you have taken out holiday insurance payments arising from the cancellation will be covered in most cases. There will be no cash refunds. Failure to arrive without satisfactory explanation or written cancellation will not be entitled to a transfer of stay.

Changes to your holiday during your stay

We limit changes to your holiday during your stay, however we cannot accept responsibility or compensation for circumstances such as *force majeure.

*Force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

If we make any major alterations to your booking

We try very hard to provide all facilities and entertainment as advertised in our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you in writing as soon as possible.

If we cancel you're booking

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options.

- A. accept the alternative arrangements as notified to you
- B. choose another available break from us at the advertised price
- C. cancel your holiday with a full refund of any money you have paid

Data Protection

The information supplied on the booking form will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on our park. For the purposes of the Data Protection Act 1984 making a booking with us signifies your assent to these terms.

Rules & Regulations

The person completing the booking is responsible for the conduct of their party, It is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. Upwood Holiday Park reserves the right to ban individuals from future use of the park.

Park Rules:

The following general rules apply to those who are staying with us or visiting. Should these rules be ignored then the occupant risks being asked to leave the site.

We are part of the **David Bellamy Conservation Award scheme**

(We were awarded a **GOLD** grade in 2003, 04, 05, 06, 07, 08, 09,10 and 2011) A number of our rules are linked to the environment. These are as follows.

Only environmentally friendly washing powders are to be used in the on park laundry. These products are available from the office.

There is a Park **speed limit of 10 mph** on the site as a whole including approach road. **Please note that all roads on site are classed as public roads and are therefore subject to the same laws that are applicable to all other public roads**

Televisions and music systems shall only be played at reasonable volume levels. Noise should be kept to an absolute minimum between the hours of 10.30 p.m. and 8.00 a.m. Please be a considerate neighbour.....

Generators are not permitted.

Visual

All units are to be visually acceptable.

Refuse must be placed in the large bins by the toilet block. (Please condense all rubbish and use the bottle, paper and can banks by reception)

Washing lines must be clearly visible and taken down when not in use and not interfere with grass cutting, nor should they be fastened to any of the trees on site.

To ensure that pitch spacing is correct all units are to be pitched as directed (min 3mtrs between any awnings or tents).

No sign written or large commercial vehicles are allowed near pitches. Car parks should be used where these vehicles need to be brought onto the site. Maximum of 2 cars per pitch. Any excess to be placed in the car park.

Regular vehicle movements are not allowed between the hours of 10.00 p.m. and 7.00 a.m.

General: All vehicle's/caravan's are parked at owner's risk. The management accept no liability for loss or damage whilst on the park or otherwise, unless found to be negligent. Cars should not be left unattended without prior permission; all vehicles must be correctly and fully taxed and have current MOT certification and be insured.

A security barrier system is in place and it will be necessary that a card/fob be obtained for each vehicle that regularly uses the park (including frequent visitors). First **FOB £25**, subsequent **FOB,s £10** each. **Booked visitors are able to hire a FOB for the duration of their stay on payment of a £10 deposit. This is fully refunded on leaving.**

Single male occupants of touring caravans will not be allowed on the park as a seasonal.

Sub-letting is not allowed without prior approval.

Touring and Static Caravans are not permitted to be sold on site without prior approval.

All caravans must be insured.

The caravan may only be used for holiday accommodation/recreational use and not as your main residence. Any attempt to register the unit for council tax purposes or yourselves on the electoral role using our address will be seen as a direct breach of this condition and you will be asked to leave the site at once.

Mail/Post is not accepted.

Gas is available from the site office. It is recommended that all units have two gas bottles as it is not possible to obtain gas outside office hours. You should ensure that your second bottle is always full. Gas bottles should be securely stored in the correct place in your unit (usually in front compartment)

Any equipment borrowed from the site is done so at the users risk. Site management cannot be held responsible for any damage or injury caused whilst equipment is being used by other than members of staff. Please be aware that grass/hedge cutting is done by grounds staff on most days.

General Safety

All static holiday hire units and camping pods are 'NO SMOKING.'

No cooking or naked lights in the camping pods, this is all to be done outside.

Fires are not permitted, although BBQ's are acceptable provided that care is taken and no damage is caused to grass or deckings. Blocks are available to raise BBQ's off the grass. Please ask.....

Barbecues and stoves are designed for use outdoors - ***Never take a portable barbecue or lit charcoal into an enclosed space like a tent, caravan, awning or camping pod.***

Make sure camping lights and stoves are clean and properly adjusted