

## **TERMS & CONDITIONS**

### **Your Booking**

To secure a booking a deposit of the first four nights (or full payment for bookings of less than four nights and special offers) is required. This is payable by bank transfer or credit/debit card.

You will only have a confirmed booking if you receive a confirmation email from Parkland. Please check this confirmation to ensure we have all the details of your reservation correct, this confirmation will be based on the details given on our online booking form. Should there be an error please contact us as soon as possible. If you wish to receive a hard copy of our confirmation please send us a SAE, otherwise all correspondence will be via email.

Outstanding site fees are payable by cash or credit/debit card on arrival. Please note we are unable to accept cheques.

Parkland reserves the right to refuse admission and or terminate any booking at any time without explanation.

Parkland accepts no responsibility for inconvenience, loss, damage or injury to person/s or property.

Please note Parkland does not accept dogs (except registered assistance dogs by prior arrangement only).

Specific pitches or site areas may be requested, but we are unable to guarantee your requests, but we will do our best!

Groups are by prior arrangement only, please phone site office to discuss details.

All site facilities and terms are subject to alteration without prior notice.

### **Cancellation Policy**

All deposits and site fees are non-refundable.

Cancellations or alterations must be advised of in writing. Full payment is required if cancellation is received within one month of your arrival date.

We regret no refund is given if you vacate your pitch prior to your confirmed departure date.

Once a booking is confirmed you are legally obliged to pay the balance owing.

Please ensure you have adequate holiday cancellation insurance.

## **Your Stay at Parkland**

A maximum speed limit of 5mph (walking pace) must be adhered to at all times on site.

All arrivals must check in at reception for pitch allocation. Pitches are available from 11.30am onwards on your arrival day, no pitching before 10.00am, or after 9.00pm or dusk, unless by prior arrangement.

Pitches are to be vacated by 11.00am on your departure day. Please ensure that you remove all your belongings, refuse and tent pegs.

During quieter periods there may be some flexibility on these arrival/departure times, but by prior arrangement only.

All persons under 16 years of age must be supervised when using site facilities, including showers/toilets, play area and games rooms. Please be responsible for your children.

Barbecues are permitted on site, but must be raised from the ground. Please be aware of Carbon Monoxide poisoning and do not use or put your BBQ in your tent or awning. We also recommend that you have a fire extinguisher to hand in your unit.

Waste disposal is by designated site policy – please note that **additional charges** may apply on site for this service.

Parkland recommends that you have appropriate security and insurance for your property.

*For pitches with 16amp electric hook-up you must have your own appropriate leads/connections. All caravans must have a current gas/electric safety certificate. All units must have a maximum of two gas cylinders.*

Please show consideration to your fellow campers and please keep noise to an acceptable level, no noise after 10.00pm.

Please be advised that the site is covered by 24 hour CCTV. Site secured with electric barrier system between 11.00pm and 7.00am. Vehicle access in or out of the main site during these hours is limited - a designated overnight parking and visitor parking area is available.

Day visitors are welcome between the hours of 9.00am and must depart by 9.00pm. Day visitors must also register with site reception on arrival and must adhere to the site rules.

Should you have any concerns at any times, then please contact the site office.