

## General terms and conditions for Budemeadows Touring Park

### Introduction

Budemeadows Touring Park is a family park catering for caravans, tents and motorhomes. Our guests enjoyment and safety is paramount and therefore we reserve the right to ask guests who contravene these terms and conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any period of the holiday remaining or any extra costs incurred by you.

### Access Statement

We seek to provide the best service to our guests and have a specially prepared Access Statement available which describes the facilities we have to offer on the park.. Please let us know if you would like a copy, or wish to discuss any other special needs.

### Booking Conditions

Budemeadows is a family orientated site and in the High season caters mainly for families and couples. Large 'event shelter' type gazebos are not accepted if larger than 3 by 3 meters. Standard gazebos (3 meters or less) are accepted but must be notified at the time of booking; a charge may apply. When using gazebos we ask that you note and accept our requirements regarding quiet after 11pm, breathable groundsheets and the prohibition of fire-pits and/or burning of wood before booking. Group bookings may be accepted at the management's discretion, there is a limit of 4 pitches during High Season, and we reserve the right to refuse any booking. If it becomes apparent that groups have booked individually then we reserve the right to cancel bookings or to refuse entry to part or all of the group with no refund of fees.

Bookings can be made by telephone on 01288 361646 using a credit or debit card or on-line at [www.prophetbookings.co.uk/budemeadows](http://www.prophetbookings.co.uk/budemeadows)

The member of the party making the booking must be over 18 years of age and is responsible for the booking and the conduct of their party. The party may not exceed the numbers stated on the booking form without prior agreement and not more than 6 persons per pitch.

Full details and sizes of caravans, tents & extensions/canopies, gazebos, awnings, vehicles and number of persons, must be given at the time of booking to ensure that the allocated pitch is large enough.

You must declare awnings, pup tents or gazebos at the time of booking so that we can ensure that you will be able to fit everything comfortably onto the pitch allocated and that you will be able to leave an adequate gap between yourself and your neighbours. The type, size or number of 'extras' may require payment of additional fees, see our tariff for details.

Pitches will be allocated on the basis of information supplied at the time of booking. If on arrival the type and size of your equipment has changed then you may not be able to pitch and will have to leave the site. Where such a change occurs we will not be responsible if you are unable to pitch any or all of your equipment on our allocated pitch and there will be no refund of fees.

Please ensure that your booking reflects your requirements as we will not provide refunds on arrival if you have booked for more people or nights than you require.

Once your booking has been confirmed any changes, however small, will incur a £10 administration fee, subject to the availability of a suitable pitch. Any changes made within the cancellation timescales given below will be treated as a cancellation with respect to refunds.

Guests are able to select particular pitches from those available at the time of booking. We make a small charge (£2 per pitch per night during High Season) for this facility. Every endeavour will be made to allocate guests the pitch of their choice, however in the event that we feel a pitch is unsuitable for use we reserve the right to allocate an alternative. In this event a full refund will be given of the specific pitch fee paid, unless the fee is payable due to the size of your tent/caravan/motorhome.

All pitches must be vacated by 11am on the day of departure. Pitches are available from 2pm on the day of arrival. Latest arrival time is 10pm, but please advise us if you are likely to arrive later than 7pm.

In the event of a non arrival, if we haven't heard from you by 2:00 pm on the day following your scheduled arrival date we reserve the right to re-let your pitch.

On arrival you must register at reception where your pitch number and location will be confirmed. We have a policy of personally showing all guests to their pitch. If you are unsure whether you are on the right pitch, about pitching requirements or are unclear on your pitch boundaries, please check with a member of staff. Any guest incorrectly pitched may be required to move.

By making a booking you are entering into a contract with Budemeadows Touring Park. A contract exists as soon as we issue our confirmation letter and you should check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is due to start within 14 days, in which case you should inform us within 24 hours. The terms contained in this contract do not affect your statutory rights.

Once you have made your booking and paid your deposit the price of your holiday will not be subject to any increase unless the rate of VAT rises. The balance of your holiday must be paid at least 30 days before the start date (no reminder will be sent to you). **If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit.**

### Complaints

If you have a complaint about anything during your stay please raise it with reception immediately so that we can do our best to resolve any issue you may have.

### Cancellation of the holiday by us

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

### Cancellation of the holiday by You

You may cancel your holiday at any time. Cancellation will be effective on the day that it is received by us. However cancellation charges are payable as follows:

Notice given	Cost
More than 4 weeks	Deposit only
2 - 4 weeks	70% of total holiday cost
2 weeks and under	100% of total holiday cost

Please note that we do not give refunds for any reason, including adverse weather or changes to your party numbers once, you have arrived on site. It is your responsibility to ensure that your equipment is suitable and that you have adequate holiday insurance.

### Conduct and Behaviour

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the persons in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or a danger to themselves or others.
- You further agree that you will not:
  - Commit any criminal offence at the park or undertake any criminal activity
  - Commit any acts of vandalism or nuisance
  - Keep or carry any firearm or any other weapon at the park.
  - Use any unlawful drugs
  - Create any undue noise or disturbance
  - Carry on any trade or business while on the park.

Quiet hours are from 11pm until 7am. Please respect fellow guests and keep noise and vehicle movements to an absolute minimum during these hours.

### Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- **The speed limit on the site is 5 mph** – walking pace. NB this applies to bicycles and scooters etc. as well as motorised vehicles.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to roads on the park.
- Guests are not allowed to bring lorries or other commercial vehicles onto the park without prior consent. This includes towing vehicles.
- No recreational vehicles such as go carts or motorised scooters, but excluding mobility carts, can be used on the park.
- No mechanical or repair work is to be undertaken on the park unless with the prior permission of the park management.
- Only 1 vehicle can be parked on a pitch, unless by prior arrangement. No further parking is available on site.
- The rules for the swimming pool are displayed at the entrance to the pool. Children under 16 must be supervised by an adult and anyone failing to adhere to these rules will be excluded from the area for the remainder of their stay.
- Please make yourself aware of the nearest fire point.
- Bicycles, scooters, etc. must be ridden with care on the Park. Anyone causing a nuisance or a danger to themselves or others will be banned from riding. Cycling and the use of scooters is not permitted after 9:00 pm or dusk, whichever is earlier.

### Dogs

Dogs are permitted on the Park, but must be kept under control by a responsible person on a short lead (maximum 2 metres) at all times. A maximum of 2 dogs per pitch is permitted during high season. Dogs must never be left unattended. You must clean up after your dog.

We reserve the right to request the owner to remove their dog from the park if we feel it is causing a nuisance or danger to other guests.

### General

**Open fires/fire pits and ground level barbecues are not permitted.** All barbecues must be raised off the ground by a minimum of 15". Site barbecues are available for use and disposable barbecues may be placed on these.

Barbecues may only be used to burn charcoal, and must be extinguished after 11pm. Ball games are only permitted in the playground.

We ask that breathable ground sheets only are used. No plastic sheeting or boarding may be placed on pitches. Tents with integral ground sheets must be moved after 15 nights in one location.

The use of generators is not permitted, and air-conditioning units must be switched off between 11:00 pm and 07:00pm.

Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions must not be disturbed. This includes tying ropes or washing lines etc to, or driving nails into, trees or any other site fixtures.

Waste water must be discharged into the appropriate drainage point. No waste may be discharged onto pitches and waste containers must be emptied regularly. Rubbish must be placed in the bins provided and not left on pitches where it can be disturbed by wildlife.

The information supplied on the booking/check-in forms 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. If you do not wish to receive any communication from us please annotate the appropriate box on the booking form. For the purposes of the Data Protection Act the making of a booking signifies your consent to these terms.

### Visitors to Site

Facilities on site are for the use of the Parks guests and as a rule visitors are not permitted to use site facilities. Where guests have friends/family that wish to visit them on the Park during the day, this is permitted but additional cars must be registered at reception on arrival and must be able to fit onto the guest's pitch. Where space is not available, visitors must leave their vehicle outside of the Park (a small amount of parking is available in the lay-by outside of the Park entrance).

