

## **Holiday & Booking Information**

### **Arrivals and departure time**

Self Catering accommodation is available from 3.30 pm on the day of arrival and departure is 10 am

Touring is available 12 noon on the day of arrival and we request that you vacate your pitch by 10 am on the day of departure

### **Early arrivals**

Guest arriving early are welcome to check in and enjoy the park facilities until their accommodation is ready

### **Late arrivals (after 6 pm)**

If you expect to arrive after 6.00 pm please let the park know to arrange key collection

### **Non arrival**

Unless the park is previously notified, accommodation unclaimed by 10.00 am on the day following your holiday start date will be treated as a cancelled booking

### **All you need to bring**

Self-catering. All cooking items, crockery and cutlery are provided. Please check if bed linen is provided with the holiday shown within this brochure. At certain promotion times bed linen may be extra. You need to bring washing up items, towels, toiletries and your personal holiday belongings.

### **Launderette**

Lighten your luggage our park has a modern launderette, at normal charge

### **Special requirement**

If you have a special request regarding your holiday accommodation please advise us when making your booking and confirm your request in writing. Please note that we will endeavour to meet your requests, but we are sorry that these cannot be guaranteed

### **Children**

Cots, highchairs and bed guards are available at an extra charge, of £10 per week and £5 per short break, you need to book these in advance. Please note that cots will not fit into the bedroom and need to be located in the living area.

### **Parental responsibility and supervision**

Children remain the responsibility of their parents or guardians at all times. It is important that parents always know where their children are

### **Care of facilities**

Please treat your holiday property and park facilities with care so that others may continue to enjoy them. We ask that you report any accidental damage to reception immediately, so that we can make repair or replacement. Accommodation is inspected at the end of every stay and any loss or damage may be charged for. We reserve the right to enter accommodation under exceptional circumstances, or for emergencies.

### **Ball games**

For the comfort of all our guests these are not permitted in the areas between and around accommodation

### **Holiday home occupation**

Occupation of accommodation and use of facilities is strictly limited to those named on the booking. If this legal requirement is not met, the booking will be terminated and you will be asked to leave, with no refund available

### **Infectious or contagious diseases**

Guests must inform the Duty Manager of the occurrence of any such illnesses during their stay that may affect other guests. For the protection of guests and employees, anyone found to have such a condition may be confined, or requested to leave. We strongly recommend all guests to take out personal insurance, as in such circumstances refunds are not available