

# Woodland Springs Terms and Conditions – Hire Caravan

**Introduction** - Woodland Springs Touring Park is an adult only park catering for touring caravans/trailer tents/tents/motor caravans (unit). All guests and visitors must be 18 years of age or above. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions.

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 extra costs incurred by you.

**This Contract** - This contract is with Woodland Springs Touring Park, Venton, Drewsteignton, Devon, EX6 6PG (the Company). A contract exists as soon as we have received the booking. Please inform us of any discrepancy within 7 days unless your holiday is 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.

**Access statement and policy** - We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the park. A copy of our Terms and Conditions, Booking Form, access statement and required statutory documentation can be requested in large print. If you would like a copy, or wish to discuss any other special needs, please contact us.

**Booking conditions** - We cater for adults only (18 years of age and over) and reserve the right to refuse any booking without explanation.

Bookings can be made in the following ways:

- Use the printed Booking Form
- By telephone on 01647 231695
- Using our on-line booking service and following its procedures
- By letter or email.

The person who makes the booking is responsible for the booking and warrants that they, and all members of the party, are 18 years of age or over and that the party will not exceed the numbers stated at the time of booking unless we are notified of, and agree to, the change in advance of your arrival.

**The Price of the Holiday** - Once you have made your booking and paid a deposit of 3 day's fee, the price of the holiday will not be subject to any change unless the rate of VAT changes or the booking is altered in any way. The balance of the price of your holiday must be paid 28 days prior to the start of your holiday.

Payment can be made by cash or card; credit cards will attract an administration fee. Payment cards are accepted on the basis that they are authorised by the customer for all charges incurred under this booking if not cleared by another method.

**Cancellation of the Holiday by you** - You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However cancellation charges are payable as follows:

More than 28 days	Deposit only
28 to 14 days	50% of holiday cost or the deposit whichever is the greater
14 days or less and non-arrivals	100% of holiday cost
Bank Holidays	100% of holiday cost

**Change or cancellation of the Holiday by us** - If we are unable to provide the booked holiday or we have had to cancel your booking before the holiday is due to start, you are entitled to a full refund of the money you have paid.

Except where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control as described in the next section we will pay compensation as follows:

More than 100 days	nil
50 to 99 days	£10
15 to 49 days	£20

Under 15 days

£40

In any case the up to a maximum of the total amount already paid to us.

Unforeseeable or unusual occurrences beyond our control include but are not limited to war, threat of war, riot, terrorist activity, natural or nuclear disaster, fire or anything that prevents access to or occupation of the site.

**Behaviour, Standards and Termination** - By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party, to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To abide by the park rules.
- 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, carry or use any firearm or any other weapon at the park.
  - keep, carry or use any unlawful drugs at or on the park.
  - create any undue noise or disturbance.
  - carry on any trade or business while on the Park.
  - cause any damage to Woodland Springs land or property.
  - carry out any unauthorised work on or tamper with any Woodland Springs property.

Quiet hours are from 11.00pm until 8.00am. Please respect your fellow guests and keep noise to an absolute minimum.

On breach of any of these conditions the proprietors shall be entitled to expel any person and the rest of the party without notice. No refund will be given.

The proprietors shall not be liable to any persons visiting the site for any personal injury, damage to property etc., however caused.

Bookings and fees are accepted on the understanding that all these rules and conditions are observed. No Refunds will be given except in exceptional circumstances and at our discretion.

**Health and Safety** - We take the well-being and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the park is 10 mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
- Guests are not allowed to bring lorries or other commercial vehicles on to the park unless they are your only vehicle. This includes towing vehicles.
- No mechanical or repair work is to be undertaken on the park without prior authorisation.
- Strictly no car or caravan washing except seasonal customers with prior approval.
- Only 1 vehicle can be parked next to the pitch. All other vehicles including trailers and boats, unless agreed with the management, must be parked in the main parking area.
- In the unlikely event of a natural disaster or emergency requiring implementation of the park's Emergency Action Plan you will be notified by a means appropriate to the situation.
- Please make yourself aware of the nearest fire point.
- The main gate is locked at 11.00pm (10.00pm Sunday to Thursday in the winter) and unlocked at 7.30am, these times may be varied by us but adequate notice will be given. When locked only pedestrian access is possible.

**Dogs and other pets** - If you bring your dog with you when you stay with us we ask that you:

- Keep the dog on a lead on the park at all times except in the exercise area if the dog is well behaved. If you exercise your dog off the lead you are still responsible for the dogs' actions.
- Use the designated exercise area.
- Clean up after your pet in all park areas and in the hamlet.
- Do not leave your pet unattended at any time unless agreed with the management.

- Do not tie dogs to trees.

We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

**General** - On arrival, all customers and visitors (including day visitors) are to report to reception.

- Open fires are not permitted.
- The grass **MUST** be protected from ground and low level barbeques
- Only aertex or breathable type ground sheets are permitted on grassed areas. Other solid type groundsheets are not allowed except in tent sleeping areas and where it is a part of the tent itself. Plastic, tarpaulins, mats, carpets & rugs are not to be used on grass. Damaged caused by these may be chargeable.
- The use of generators is not permitted.
- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees. Do not tie dogs or anything else to trees.
- Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.
- Recycle your waste and dispose of waste water/rubbish etc. in the various facilities provided.
- Organic or formaldehyde free or other biocide free toilet chemicals only to be used as we have a septic tank.
- Ensure that your pitch is kept tidy and free of rubbish.
- Flags, ensigns and pennants are not to be flown.
- Washing lines are not to be erected using trees etc. hook on window or free standing types only.
- Bicycles are only to be ridden on the road ways.
- No games are to be played in the park area.
- Instant BBQ's are not to be used or disposed of at Woodland Springs.
- No loud music etc. that interferes with others enjoyment of the park.
- No External Gas Bottles
- No electric fires in caravan or motorhome awnings
- Strictly no car or caravan washing as we are on a water meter.
- Silent hours are from 11.00pm to 8.00am.
- Do not use the glass recycling between 10.00pm and 8.00pm.
- We reserve the right to charge for any damage caused to Woodland Springs land or property.
- It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday. Unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.
- The prices listed include VAT.

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 the signing of the Declaration on the Booking Form, or staying at Woodland Springs, signifies your assent to these terms.

**Arrival and Departure Times** - The earliest arrival is 2.00pm (unless agreed in advance) and all pitches must be vacated by 11.00am on the day of your departure otherwise an additional night's pitch fee will be charged. The latest arrival time is 8.00pm.

**Pitches** - 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.

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 with the management or their representatives. Any guest on the wrong pitch may be required to move.

**Complaints** - If you have a complaint about anything during your holiday please raise it with the management or their representatives immediately and if you wish to pursue it following your departure please write to us within 28 days of your departure. However we do suggest that you try lodge the complaint while you are on holiday. A complaint form is available at reception.

We have read, understood and accepted the Terms and Conditions Hire Caravan as last changed 04 January 2012:

Signed

Printed Name

Date

Signed

Printed Name

Date