

Woodland Springs Terms and Conditions

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.

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 and access statement 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 and pay by cheque or postal order (cheques payable to Woodland Springs). You can phone to pay by card
- By telephone on 01647 231695 and paying the required deposit by sending a cheque or postal order or paying by card over the phone.
- Using our on-line booking service at www.woodlandsprings.co.uk 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 on the booking form unless we are notified of, and agrees to, the change in advance of your arrival. We do not accept parties or large groups.

This Contract - This contract is with Chris & Jan Patrick trading as 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.

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 on arrival prior to pitching up. All Bank Holiday bookings are to be paid in full in advance and are non refundable.

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 21 days	Deposit only
21 to 8 days	50% of holiday cost or the deposit whichever is the greater
7 day 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 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.

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.

Holiday 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 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.
 - cause any damage to Woodland Springs land or 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 5 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 recreational vehicles can be used on the park. This includes motorised scooters.
- 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 and re-opened 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
- Do not leave your pet unattended at any time unless agreed with the management

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 type ground sheets are permitted on grassed areas. Other 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.
- 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.
- Formaldehyde free toilet chemicals only to be used.
- 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.
- No loud music etc that interferes with others enjoyment of the park.
- No External Gas Bottles
- We reserve the right to charge for any damage caused to Woodland Springs land or property.
- Deposits are non refundable.
- 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.

Pitches - The size of your unit, including any tents and gazebos, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.

Only 2 tents maximum per pitch.

Please advise us if you are likely to arrive later than 8.00pm. If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch.

All pitches must be vacated by 11.00am on the day of your departure otherwise an additional night's pitch fee will be charged. Earliest arrival is 1pm unless agreed in advance. Latest arrival time is 10.00pm.

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 Chris or Jan. 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 Chris or Jan 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.

Seasonal Pitches – Additional Terms and Conditions - The seasonal booking is a contract between Woodland Springs Touring Park and the owner(s) of the unit. If there is a change of ownership during the season the unit must be removed from the park unless agreed otherwise with the management.

We are not responsible for any loss or damage to your property by theft or otherwise or for personal injury. This does not however affect your rights if loss or damage or personal injury occurred through fault on our part.

Units (caravan or motorhome) must remain roadworthy and be kept in an acceptable condition at all times both structurally and decoratively. They must also be insured. In the event of non-compliance the Company may give the owner two months' notice to either bring the condition of the unit to the required standard or to remove the unit from the park.

No construction of any sort is to be undertaken on the pitch. Unauthorised work on any item, which, in the opinion of the management, constitutes an injury to the visual amenity, will have to be returned to its original state. No trees/bushes etc are to be cut or pruned; any problems with trees/bushes etc are to be reported to the management.

You may leave your unit on its allocated pitch for the season. You may occupy it when you want but we do not have a residential license so you will not be able to occupy it full time, our licence is for “holiday use only”.

When you are not staying at the site you must always disconnect your unit from all services, take down any awnings, canopies etc and put everything away in the unit. You must take all security precautions asked by your insurer, you may not make any modifications to the pitch or site to meet these. You may not sublet your unit but you may allow family and close friends to use it in your absence.

Seasonal Pitches - Pitch Fees - A seasonal pitch contract is for a full 12 months only. Existing customers wishing to renew their annual seasonal pitch booking must do so by the 11 month point of their contract. A £100 deposit is payable by new seasonal customers to secure their pitch and this will be non-refundable unless you are entitled to have it returned to you as the result of breach of obligation on our part. Acceptance of the booking does not guarantee a particular pitch as we reserve the right to offer an alternative pitch and or move a caravan to a new pitch. You should discuss this with the management at the time of booking.

Any pitch not reserved by existing customers for their next contract period will be made available to applicants on a first come, first served, basis.

The pitch fee is payable in 2 parts, the first 50% must be paid prior to pitching your caravan or the commencement of the contract period. The second 50% is payable before the end of the first 6 month period. Other payment plans may be introduced at the discretion of Woodland Springs. Should the fee not be paid on time, we reserve the right to re-allocate the pitch to a new customer and without further notice. All accounts must be paid by card, cash or cheque. Payment by Credit Card will attract an administration fee; debit card payments will attract no administration fee. The price covers 2 people, up to 2 dogs, awning, electric and 2 cars (1 must be parked in the car park). Anything in excess of these will attract the normal daily rates. There is no charge for day visitors but we must be notified of their visit.

Seasonal Pitch – Refunds and Leaving- In the event of you deciding to remove your caravan from the park during the season you must notify us in writing of your intention to leave and the date of leaving.

Our refund policy is as follows:

Removal before the end of the second month - refund of 80% of annual fee
Removal before the end of the first 6 months - refund of 40% of annual fee
Removal after the end of the first 6 months – no refund