

Booking Conditions

Please read the Booking Conditions below



A Booking constitutes a legal contract

- Once we have confirmed the booking you are responsible for the total pitch fees.

CANCELLATION PLAN

No refunds are given except under the terms of our Cancellation Plan, therefore we cannot emphasise too strongly the wisdom of taking advantage of this. The Cancellation Plan must be added to your booking and paid with your initial deposit, it cannot be added at a later date.

For a small premium of £10,00 per week or part of, Stowford Farm Meadows will refund monies already paid (excluding the premium) provided we receive written confirmation of cancellation of the entire party BEFORE the holiday commences. Stowford Farm Meadows will only refund if cancellation is due to any of the following: redundancy, jury service, accident, illness, injury or death of any member of your party or close relation. The claim must be made in writing and supported by the relevant documents.

Our Cancellation Plan covers you up to and including the day before your holiday begins. No refunds will be given should you leave early or make amendments. Payments made with vouchers, credit notes or 'free holidays' will not be credited or refunded.

The Cancellation Plan is not a policy of insurance, nor does it replicate or cover all the features of a typical insurance policy. If you require insurance cover for your holiday then we advise that you contact a Financial Services Authority (FSA) regulated and authorised Insurance Broker.

- We accept telephone bookings providing they are accompanied by credit/debit card payment. We will not accept any responsibility for errors arising from telephone requests. Cancellations or booking amendments must be notified in writing.
- Holiday amendments may incur an admin charge.
- The booking is accepted on the strict understanding that persons under 18 years of age are not permitted to drink or buy alcoholic beverages on-site. Persons found doing so will be immediately expelled from the park together with all persons occupying the same pitch. Young people must

bring some form of identification to prove they are over 18 years of age if they wish to drink alcohol on-site.

- Children remain the responsibility of their parents, guardians or the person signing the booking form at all times.

We reserve the right:

- To refuse admission to the park and all facilities and in such circumstances the contract is discharged.
- To remove any person (and property) who, in our opinion, is not suitable to use the park, or whose behaviour we consider to be detrimental to the interests of our other guests.
- To alter, postpone or cancel any facility for reasons beyond our control – we can only guarantee to do our best to see that all facilities are available as advertised.
- The park and all facilities are used entirely at the guests' own risk. We will not accept liability in respect of any person or property. This includes the laundry facilities and battery charger.
- Single sex groups are not accommodated.
- Please be considerate to other users of the site – noise levels must remain suitable at all times and we expect noise to be kept to a minimum after 11:00pm
- We do not accept commercial vehicles or travellers, and we may refuse entry to particularly large caravans we deem to be unsuitable.
- Whilst we may accept a booking on payment of a deposit, the balance of fees due on any stay are payable at least 28 days prior to arrival. Should any balance of fees owing not be received when they are due we reserve the right to cancel the holiday, discharge the contract and re-let the pitch at our discretion.

Dogs accepted on condition that:

- They are on a lead at all times, they are exercised in the signed "Exercise Areas". Any fouling is collected and disposed of and they are never left on site unattended.
- We cannot guarantee pet free fields, although we endeavour to keep one field free of Dogs.
- We expect our "Dogs on Leads at all times" Condition to be adhered to whilst on site and this will be strictly enforced.

Further conditions:

- The speed limit on the site is strictly 10mph - please observe this at all times. Car Drivers - only persons holding a Full Driving Licence may drive on the roads at Stowford.
- We do not accept Go-peds (motorised skateboards) on site.
- Whilst we accept the use of bicycles, skateboards and hoverboards on site, they must be used with due care and consideration for others.
- Riding of bicycles is not permitted on site after 9:00pm.
- Cyclists are also expected to obey site speed limits of 10mph.
- BB Guns, Catapults and similar are not permitted on site.
- Tesco/Superstore home deliveries are not permitted to Caravans on site.
- We do not permit the use of Electric Hook up splitters.

Because of our policy of resting pitches at certain times of the season to keep them in good order, some favoured pitches may not be available in Low and Mid Season.

When requests for specific pitches are received we will endeavour to accommodate them but must emphasise that this is not always possible, particularly when the bookings are for part weeks. Specific pitches cannot be guaranteed and we reserve the right to allocate pitches at our discretion.

We may on occasions move a booking previously allocated to a particular pitch, in order to make best use of our pitches - this may occur even when a specific pitch request has been received.

Pitches are available from 2:00pm on the day of arrival and must be vacated by 11:00am on the day of departure. All late arrivals at the site (any time after reception has closed) must park in the provided area for the night and check in at Reception in the morning.

If a Tow-on has been requested, please ensure that you arrive before Reception closes, in case your van has not been towed out.

By making a booking you are confirming that you are over 18 years of age and agree to abide by all park terms and conditions and undertake to pay balance of fees 28 days before arrival date.