

TOURING BOOKING CONDITIONS

A Booking constitutes a legal contract

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

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.

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.
- 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
- 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 or motorhomes 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.

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.

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.

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.
- 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 pitches 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.

Holiday Cottages

Separate booking conditions relating to the rental of our new holiday cottages will be found on our website stowford.co.uk

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.

PLEASE NOTE: There is a **minimum 3 night booking requirement** for stays during Bank Holiday weekends.

Stowford Farm Meadows is a site catering for families and couples only. We ask you to note and consider the following:

- Large groups are not accommodated
- Families are only accepted if the parents are prepared to supervise the conduct of children and young people on site, particularly during the evening and night hours.
- The on site bars do not have a club licence and we do not wish to provide this type of facility. The bars close at 11:00pm and we expect the site to be quiet shortly thereafter.

Please consider these issues in the light of the kind of holiday you are looking for. If you or your children are unwilling to conform to these standards of behaviour, or are looking for a different social atmosphere than we are aiming to provide then we respectfully request that you make your booking at another park.

We would also like you to note the following restrictions concerning the size of any single unit:

- There is a maximum of six people permitted on any one pitch.
- A unit booked at the prices stated in the tariff includes the use of an awning/annexe with a breathable groundsheet, and may be supplemented by one extra car or a gazebo but not both. However extra tents are not allowed.
- There must be only 1 unit of accommodation per pitch.

Please Note:

Some of the extra facilities provided on site are charged for. It is not possible for us to run these amenities at no extra cost. However, we endeavour to provide extra facilities at a nominal fee and are sure that you will find these fees represent outstanding value.

Showers are FREE, however, the following are charged for:

Swimming Pool	£2.50 per person <i>(under 4s FREE) Children under 14 yrs must be supervised by an adult (18 yrs & over)</i>
Family Bathrooms	Operate on coin meters
Petorama	£3.00 per person
9 Hole Fun Golf - ADULT	£2.00 per person
9 Hole Fun Golf - CHILDREN (under 14 years)	£1.50 per person
Crazy Golf	£2.00 per person
Kiddies Kars	£1.50 per token

During the winter period (31st October to Easter) the swimming pool, bars and catering facilities will have limited availability. Please contact the office for information specific to your requirements.