



Stowford Farm Meadows

Booking Terms and Conditions

Bookings

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.

Holiday amendments may incur an admin charge. No refunds will be given for amendments to bookings once the full balance has been paid.

The booking is accepted on the strict understanding that persons under 18 years of age are not permitted to drink or buy alcoholic beverages onsite. 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 onsite.

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

Single sex groups are not accommodated.

We do not accept commercial vehicles, and we may refuse entry to particularly large caravans or motorhomes we deem to be unsuitable.

A deposit of 20% of the total cost of the holiday or £20, whichever is greater, is required as a non-refundable deposit at the time of booking.

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.

All discounts and special offers are subject to availability and may be withdrawn without prior notice. Special offers cannot be combined with any other discount or promotion and will only be honoured if mentioned at the time of booking. The price confirmed at the time of booking is the price you will pay; discounts cannot be applied retrospectively. Only one offer permitted per booking.

We cannot guarantee pet free fields, although we endeavour to keep one area free of dogs.

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 your booking in full 28 days before arrival date.

There is a maximum of six people permitted on any one pitch.

A unit booked at the prices stated in the tariff includes 2 people, use of electric hook up and may be supplemented by an awning with breathable groundsheet and one extra car or a gazebo but not both. Extra tents are not permitted.

We strongly recommend that you take out your own Travel insurance policy which covers your specific needs. Travel insurance can protect you against cancelling or cutting short your trip for reasons beyond your control.

PLEASE NOTE: There is a minimum 3 night booking requirement for stays during Bank Holiday weekends. 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 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 move your booking to a similar pitch suitable for the unit booked. 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 2pm on the day of arrival and must be vacated by 11am on the day of departure. All late arrivals at the site (any time after reception has closed) can check their pitch on the late arrivals board or by ringing ahead to check with reception.

If a tow-on has been requested, please ensure that you arrive before 5pm or ring to check your caravan has been towed onto pitch. Under no circumstances will there be any assistance available after reception has closed.

Group bookings of more than 4 pitches are not accommodated on site.

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.

Please note, 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.

For Terms & Conditions of bookings made through Hoseasons and Pitchup please see their websites.

Site Rules

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.

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 11pm.

Dogs are 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
- They are never left on site unattended.

Some breeds of dog including those listed in the Dangerous Dog Act 1991 are not allowed.

If we reasonably believe your pet is causing a nuisance or causing damage to the facilities or accommodation, you will be required to remove it from the park and/or we reserve the right to remove you and/or your group and/or to refuse entry.

The speed limit on the site is strictly 10mph, please observe this at all times. Only persons holding a full driving licence may drive on the roads at Stowford Farm Meadows.

Whilst we accept the use of bicycles and skateboards on site, they must be used with due care and consideration for others. Riding of bicycles is not permitted on site after 9pm. Cyclists are also expected to obey site speed limits of 10mph.

We do not permit the use of 'powered transporters', (e-scooters, Segways, hoverboards, go-peds, powered unicycles, and u-wheels). For more information on the laws around the above please go to www.gov.uk/government/publications/powered-transporters

BB guns, catapults and similar are not permitted onsite. Supermarket home deliveries are not permitted onsite.

We allow the use of BBQs as long as they are at least 12 inches off the ground. We do not permit fire pits.

We do not permit the use of electric hook up splitters or water splitters.

Parents must ensure that children under the age of 18 do not consume alcohol on site. Young people must bring some form of identity to prove they are over 18 years if they wish to purchase alcohol, and the bars may be stewarded to guard against underage drinking.

The onsite bars do not have a club licence and we do not wish to provide this type of facility. The bars close at 11pm and we expect the site to be quiet shortly thereafter.

Stowford Farm Meadows is a site catering for families and couples only.

Please consider the above when deciding if Stowford Village is right for your holiday destination. 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