

## terms & conditions

### Condition of Booking

We reserve the right to refuse to confirm any booking. The price includes VAT at 20% and Woodland Holiday Park reserves the right to change prices if the VAT rate changes.

The management accepts no liability for injury to persons or loss or damage to their property, however caused unless it can be demonstrated that it was due to negligence on our part. We recommend that you insure personal effects and cash before coming on holiday.

At least one member of the party must be over 21 years old.

All holidays must be paid for in full by the specified date, failure to do this will result in the cancellation of your holiday and loss of any deposit paid.

### Booking Amendment/Cancellation

We advise that you take out holiday insurance to cover any situation which may arise with regard to cancelling or reducing the length of your stay for any reason, as we do not refund once a booking is confirmed.

In the event of non-arrival, we reserve the right to re-let the accommodation after 4pm on the following day unless notified otherwise.

We reserve the right to cancel your booking in the unlikely event of conditions beyond our control, in this event we will notify you as early as possible, refund the money you have paid or offer alternative dates. We are not liable to pay compensation. We have the right to move guests to alternative accommodation if there are circumstances beyond our control.

### Arrival and Departure

Accommodation will be available for occupancy from 4pm and we ask that you vacate by 10am on your day of departure.

Although we do our utmost to ensure the hot tubs are up to temperature for your arrival all hot tubs are freshly filled and cleaned for each new arrival. Therefore due to guest turnover and our maintenance schedule we cannot guarantee the temperature on the first night of your stay.

### Dogs

- Dogs must be kept on a lead at all times.
- We will not tolerate dogs that continually bark, howl or whine, you may be asked to leave the site.

- You must clear up after your dog at all times and dispose of it in an appropriate manner, dog bins are located around the site.
- Any dog covered by the dangerous dog act must be muzzled at all times.
- The owner must take responsibility for the dog at all times.
- Dogs are only allowed in the designated bar area within the clubhouse.

### Child Supervision and Parental Responsibility

You are responsible for the supervision of all members of your party below the age of 18. All children must be supervised at all times especially in the swimming pool (no lifeguard), play area and clubhouse.

We will not tolerate badly behaved children especially if it interferes with the enjoyment of other guests. You may be asked to leave if your children are consistently badly behaved.

### Behaviour

All persons on site must act in a courteous and considerate manner towards staff and other guests.

Please be considerate when leaving the clubhouse late at night.

Any offensive, aggressive or abusive behaviour will not be tolerated. You may be asked to leave the site without refund or compensation should you not comply with site rules or if any behaviour is considered detrimental to the well-being or comfort of other guests.

### Safety

- Please keep to the speed limit of 5mph.
- Please only park in designated spaces and do not drive on the grass area in front of the lodges.
- We recommend that cyclists wear helmets.
- The car park and grass areas must not be used as play areas for cycles, skateboards etc.
- You are required to follow any additional safety advice given by our staff.

### Licensed Premises

- Please do not allow any of your party under 18 to attempt to buy alcohol.
- No person over 18 to purchase alcohol for consumption by any person under 18.
- Acceptable proof of identity is passport, new style driving licence and Prove It card.