

Terms and Conditions

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Our guest's enjoyment and safety is paramount and therefore we ask that you read and adhere to the following Terms and Conditions regarding your booking.

Petwood Caravan Park is solely for touring caravans, tents, trailer tents and motorhomes. Guests must be bonafide holiday makers and stay for holiday purposes only.

Booking Conditions

The person making the booking warrants that the party will not exceed the numbers stated at the time of the booking. Please check your booking confirmation carefully to ensure that it reflects your requirements and inform us of any discrepancy or query you may have within 24 hours of receipt. We reserve the right to refuse any booking.

Payment

A non refundable deposit of £20 is required for all bookings. If the booking total is less than deposit then payment in full is required on booking the pitch, which is non refundable. The balance must be paid on arrival for booking. Bookings for all bank holidays and special events must be a minimum of 3 nights, which is non refundable, and must be paid in full at the time of booking.

Cancellation

Should you wish to cancel your booking the deposit is non refundable, and a credit note may be issued towards a future booking within the year, excluding bank holiday weekends. If for any reason we are unable to provide the booked holiday and we have to cancel before the holiday commences we will refund the booking in full.

Pitch Details

The unit must be sited on the pitch identified by the site warden and as per the pitching instructions. Any special requests are at the warden's discretion, who will try to accommodate your requirements, where possible. A pitch entitles you to one caravan and awning or one motorhome and awning or one tent or one trailer tent, and includes one additional vehicle. No commercial, e.g. sign painted vehicles, gazebos, annexes, day or event tents are allowed. There must be at least 6 metres spacing between facing walls of adjacent units and a minimum clear space of 3 metres between adjoining outfits in any direction. Towed vehicle's A frames must face the roadway and not the rear of the pitch. One car may be parked on the pitch providing that 3 metres of clear space is left within the 6 meter gap before the next unit to ensure fire safety. Awnings and Ground Sheets Only single awnings are permitted, a single awning is defined as being the length of the unit and no deeper than 2.5 meters. Ground sheets should be lifted at regular intervals to maintain the condition of the grass. Breathable ground sheets should be used, where possible.

Liability

Units pitched on site are left entirely at the owner's risk. Petwood Caravan Park is not liable for any loss or damage whatsoever caused to the unit or its contents.

Behaviour Standards and Termination

A confirmed booking means that you have entered into a contract with Petwood Caravan Park 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 our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.

You further agree that you will not:

- Commit any criminal offence on the Park or undertake any criminal activity.
- Commit any acts of vandalism or nuisance.
- Keep or carry any firearm or other weapon on the Park.
- Use or bring on site any unlawful drugs.
- Create any undue noise or disturbance.
- Carry on any trade or business whilst on the Park.

We reserve the right to refuse access to customers who have used inappropriate behaviour or language towards any of our team members, campers or other visitors on site. Inappropriate behaviour may result in the termination of a booking and no refund will be available. Please ensure you read and adhere to our Site Policies.