

## **Newhaven Holiday Park Terms and Conditions**

Please note that by making a booking at Newhaven Holiday Park you are agreeing to adhere to these terms and conditions and are responsible for ensuring that all members of your party abide by them.

### **Bookings and Cancellations**

Caravan and camping prices include your unit, a car, awning, 4 people, hot water, showers and use of the park's public facilities.

Tent pitches on the tent field are 6m X 6m. It is important that your unit, extensions and guy ropes will fit within this envelope or it will be necessary to book an additional pitch. If your tent exceeds this please contact the Park prior to booking.

Twin axle caravans must be declared upon booking to ensure that the appropriate pitch is assigned.

A £20 deposit is required to make a reservation. The balance is due 28 days prior to arrival.

A cancellation made with more than 7 days' notice can be used to book another stay within the same season. Cancellations made within 7 days of the arrival date will not be credited. Refunds will only be given where more than 28 days' notice has been given in writing.

### **Arrivals and Departures**

Your pitch will be available from 2pm on the day of arrival. Please check in at reception so we can show you to your allocated pitch. Please inform us in advance if you will be arriving after 6pm and to avoid disturbance to other campers please note that all arrivals should be before 6pm except on Fridays 7pm during low season and 8pm during high season.

For unavoidable late arrivals please keep us informed.

Pitches should be vacated by 11am on the day of departure. If you do wish a later check-out time this must be agreed with reception, if there is no booking for your pitch on this day, we will do our best to accommodate you. In some circumstances there may be a charge for a late check-out.

### **General**

Please observe, at all times, the maximum speed of 10mph.

Well behaved dogs are welcome but must be kept on a lead at all times around the camp site and any mess cleared up immediately. Dogs must not be left unattended at any time on the Park.

Please respect the privacy and peace of other campers by not taking short cuts across their pitch or through hedges.

We ask that you observe our quiet times between 10.30pm and 8am.

Please ensure that young children are supervised at all times including in the showers and on the playground.

Please do not put anything down the toilets except for natural waste and toilet paper. Baby wipes and similar items should be put in the bins provided as they can damage our sewage treatment plant.

Pots and pans to be washed in the outside sinks only.

Barbeques are allowed as long as they are raised off the ground and contained. This is for safety reasons and also so the grass is not damaged.

Please take all rubbish to the refuse enclosures sited around the Park. We have recycling bins which are clearly labelled and we appreciate you taking the time to use these correctly.

If there is a significant rainfall prior to or during your stay, please expect the pitches to be wet. We will do our best to accommodate you in the most suitable area and make your pitch as accessible as possible but refunds will not be given on these grounds. During such conditions please park on the hard standing, staff will direct you regarding where to park.

The management accept no responsibility for personal injury to guests or loss of or damage to their property whilst on the site.

The Park owner reserves the right to cancel or terminate a hire agreement or ask a guest to leave the park where a guest:

- has failed to disclose all material facts required by the booking process, or
- does not adhere to the park rules, or creates a nuisance.

In these circumstances the park owners shall not be under any liability to the person(s) involved and shall be discharged from their obligations.

**All reservations are accepted on the basis that the terms and conditions are accepted whether they have been read or not.**