

Caravan Site Terms and Conditions 2021

Access statement & Policy: We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the site. This includes a copy of our Terms and Conditions in large print. If you would like a copy, or wish to discuss any other special needs, please make our staff aware.

This contract: This agreement is with Washingpool Farm and exists as soon as we issue a confirmation letter. Check it carefully to see that it reflects your wishes. Please inform us of any discrepancy as soon as you are able.

The terms contained in this contract do not affect your statutory rights.

Adults only Site: All guests staying on the site must be aged minimum sixteen years and over.

Please note a public footpath crosses the site and there are often children about on the farm.

Booking & Prices: Bookings can be made online, by telephone, email or in person at the Farm Shop. The prices listed include VAT.

To secure your booking a non-refundable deposit of 50% per pitch per night is required. The balance is due 14 nights prior to arrival.

A pitch is only available for the length of stay booked and reserved when secured by a deposit **and** full payment made prior to arrival. The only variation is by special agreement with the management.

An extension to any booked period must be agreed with the management whose decision is final.

Cancellation of the holiday by you: Unfortunately, we cannot offer refunds except in exceptional circumstances and at the discretion of the management.

Change or cancellation of the holiday by us: If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of any money you have paid, except where the cancellation or change arises from and unforeseeable or unusual occurrence outside our control. The pitch fee does not include cancellation protection. We strongly recommend that you take out travel insurance to cover any cancellations made.

If we have to close the site due to a local or national lockdown and you are already staying with us, we will ask you to return home and refund you for any nights that you lose as a result.

If you are tested positive for Covid-19 during your stay with us, you will need to leave if any member of your party can drive you. If that is not possible and you have to self-isolate here, then you will have to pay for any bookings that have to be cancelled as a result.

Arrival: Guests will receive an email prior to arrival which will include check in procedures, a map of the site and entrances, covid-19 risk assessment and any other information we feel is important.

Pitches are available from 12:00 and are clearly numbered – only park at the pitch stated on your booking confirmation. Please ask if you are unsure, if you are pitched on the wrong pitch you will be asked to move.

While we endeavour to allocate requested pitches, we reserve the right to vary this for managerial reasons.

Except by prior agreement, we ask that caravans are sited by 20:00 at the latest for the comfort of others on the site. If you arrive early, there is a car park in Bridport suitable for towed caravans and motorhomes <https://www.dorsetcouncil.gov.uk/parking/find-a-carpark/west-street-commercial-park-bridport.aspx>

Departure: All pitches must be vacated by 11:00 on the day of departure unless specifically agreed with the management. You are required to leave the pitch clean and tidy: all rubbish, waste water and chemical waste must be disposed of as directed by the site notices. Please ensure any awning pegs are removed from the grass as they may damage our mowing equipment.

Dogs & other pets: Pets are welcome, there are public footpaths on the farm. Please note the following

Pet/dog breeds included on the dangerous animal list are not permitted on the park.

Keep the dog on a lead at all times.

There is no public access on the farm other than the public footpaths.

Clean up after your dog and dispose of all dog waste.

Do not leave your dog unattended at any time.

Dog noise – it is the owner's responsibility to ensure their pets noise does not cause disturbance to other guests.

We reserve the right to require that the owner removes their dog, or any other pet, from the site if it is a nuisance or danger to other guests/livestock.

Sanitation, Waste Water and Rubbish: The contents of chemical closets must be disposed of by emptying at the disposal points provided. Under no circumstances should blue waste be emptied in the grey waste disposal points.

To avoid possible damage to sewage treatment systems on sites only bio-degradable chemical fluids should be used that do not affect the natural bacterial balance within the system. If unsure, please seek a member of staff's advice.

Disposable wipes, sanitary products and similar bulky items must not be emptied into the chemical closet emptying points but must be wrapped in a bag and placed in the bin provided.

A suitable receptacle, which should not be allowed to overflow, must be used for the collection of waste water and emptied at the disposal points provided.

General and Recycling bins are situated by the farm shop store (see map). All rubbish should be recycled wherever possible. Please follow the marked walkway when accessing the refuse area.

Users of medical equipment, including hypodermic needles are responsible for providing their own safe means of disposal.

The washing of vehicles/caravans/boats is not permitted on the site.

Fires and BBQs: We do not allow firepits or ground level BBQs. All barbecues must be deemed safe by the management and in any case extinguished by 22:00. Please do not dispose of any ash in the waste bins for safety reasons.

Awnings: To minimize damage to grass, site users are asked to lift all groundsheets and/or side flaps of awnings, tents or annexes at frequent intervals or as required by a member of staff.

Appliances: The use of tumble dryers is not permitted under any circumstances.

Holiday behaviour Standards & Termination: By making a booking with us you have entered a contract in which you undertake, on behalf of yourself & the people in your party, to adopt the following standards of behaviour:

To act in a courteous & considerate manner towards us, our staff & guests.

You further agree that you will not:

Commit any criminal offence on site or undertake any criminal activity.

Commit any acts of vandalism or nuisance.

Keep or carry any firearm or any other weapon at the park.

Use unlawful drugs.

Create any antisocial noise or disturbance.

Carry on any trade or business on the Site.

Health & Safety: The proprietor and company cannot be held responsible for any accident or loss suffered by yourself or a member of your party whilst on the park. This also includes property belonging to yourself or a member of your party whilst on the park.

Complaints: If you have a complaint about anything during your holiday, please raise it with a member of our staff immediately and if you wish to pursue it following your departure please write to us within 28 days of your departure. However, we do suggest that you try and complete a report about the complaint while you are on holiday.

Privacy Policy: The information supplied at the time of booking will be stored on computer for administrative purposes. Under no circumstances will this be provided to a third party.

We may from time to time wish to send you news of special offers on our park. If you do not wish to receive any communication from us please let us know. For the purposes of the Data Protection Act 1984 once a holiday balance has been paid this signifies your assent to these terms.

We may need to provide your contact information to the NHS if it is required. This information will not be used for any other purpose. This must be provided at the point of arrival or before.