Applewood Countryside Park

BOOKING TERMS & CONDITIONS

Thank you for choosing to stay at Applewood Countryside Park. The following terms and conditions apply to your booking:

YOUR BOOKING

- We will do our utmost to accommodate all special pitch and booking requests, but cannot guarantee a specific pitch or location.

PAYMENT

- To secure your booking a non-refundable deposit of 50% of the cost of your stay is required. We, therefore, encourage you to carefully consider the length and size of your booking prior to committing as deposits are non-refundable.
- We appreciate that unexpected events occur, however, we cannot offer deposit refunds on bookings which are cancelled even if due to ill health, serious family matters, work commitments, travel problems or bad weather. However, we will try to accommodate requests to transfer the deposit amount to another set of dates within the same camping season, however, this may not be possible and will depend on availability at the time of the request. Deposits cannot be 'rolled-over' to another camping season.
- Full payment of a booking is required 14 days prior to the date of arrival. If full payment has not been received 14 days prior to the arrival date, the booking will be cancelled with no refund of the deposit given. For bookings made 13 days or less prior to the date of arrival, immediate payment of 100% of the total cost is required.

CANCELLATION

- If a booking is cancelled 14 days or more prior to arrival, the 50% non-refundable deposit (paid at the time of booking) will not be returned, but a full refund of any remaining balance will be given.
- If a booking is cancelled 13 days or less prior to arrival, no refund will be given.
- The balance of a booking cannot be reduced within 14 days prior to your arrival date.
- We do not offer refunds for early departures.
- Cancellations must be made in writing to info@applewoodholidays.co.uk or Applewood Countryside Park, Kenninghall Road, Banham, Norwich, Norfolk, NR16 2HE.
- Alterations to a booking also need to be made in writing at least 48 hours prior to the date of arrival and are possible only at the discretion of management.

CANCELLATION BY APPLEWOOD COUNTRYSIDE PARK

- We reserve the right to terminate your permission to stay at Applewood Countryside Park immediately in the event that you or those in your party are:
    - In breach of these or any other terms and conditions or site codes
    - Acting in an anti-social manner or disrupting the enjoyment, safety and comfort of any of our guests or staff. In the event of termination no refunds will be given
- In exceptional circumstances, we may have to cancel or amend your booking. If we do so we will inform you as soon as possible and you can choose either a full refund or a substitute booking. If the substitute booking is of a lower value than your original booking then we would reimburse you the difference in cost. However, if your substitute booking is of a higher value then we reserve the right to charge the difference in cost between the two bookings. If it is necessary for us to cancel your booking we will have no further liability to you.

CHECK-IN & CHECK OUT

- Please register at Park Reception on arrival. Pitches are available from 12:00 and glamping pods from 13:30.
- We do accept late arrivals after Park Reception has closed up until 20:30 and ask that guests check-in with our Park Wardens, located on the left just past the main entrance gates, and have paid any remaining balance 24hrs before arrival.
- We request that pitches are vacated by 11:00 and glamping pods by 10:30 on the day of departure to allow us to prepare for our next guests, unless prior arrangement has been made with the Park Manager.
- Parking for 1 vehicle next to your pitch/ pod is permitted. Any other vehicles or visiting guests are requested to use the car park located adjacent to Park Reception.

GLAMPING PODS

- There is a minimum 2 night stay at weekends between 1st April – 3rd September 2018 and over Bank Holiday weekends
- All guests booking a pod will be required to give their credit/ debit card details on arrival. These will be retained in a secure place for the duration of your stay, this is to safeguard against damage or theft. The details will be destroyed immediately after the pod has been inspected and cleaned.
- Guests agree to take reasonable and proper care of the pod and its contents and shall ensure that the pod is left in a clean and tidy condition. Breakages and damage must be reported to Park Reception as soon as possible.

- Guests agree to pay an additional reasonable charge to cover the expense of additional, professional cleaning should they fail to leave the pod in a satisfactory condition.
- Guests will be issued with a set of keys to their pod on arrival, which must be returned on the day of departure. Failure to do so will incur a £10.00 fee to cover the cost of replacement.
- Smoking is not permitted in any of the pods.
- Dogs are also not permitted in any of the pods.

DURING YOUR STAY

- For your own enjoyment and safety we insist that these terms and conditions and the Site Code detailed below are strictly adhered to.
- You must pitch as directed by Park staff, not encroach upon any other pitches and consider fire risk limitation, safety and access. If you pitch outside the boundaries of your pitch or your unit is judged to pose a risk to the safety and comfort of others you will be asked to move.
- We aim to help ensure all our guests have a comfortable and enjoyable holiday. If you have any concerns about your holiday whilst staying with us please inform Park Reception immediately (or contact the Park Wardens for urgent assistance out of Reception hours), so we may have the opportunity to rectify any issues.
- All caravans and vehicles parked, stored and moved on the site are done so at the owner's risk and Applewood Countryside Park will not accept any liability for loss or damage to the property, or injury to the owner and his party unless Applewood Countryside Park is found to be negligent.
- No tenancy, the agreement is for the holiday period and is not intended to create the relationship of Landlord and Tenant between guests and Applewood Countryside Park. Guests shall not be entitled to a tenancy, or to any assured shorthold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or upon termination of the Agreement.

PARENTS

- We welcome well behaved children, and respectfully request that any children in your party are properly supervised at all times, in all areas of the park, including the play area and all amenities and when cycling around the park.
- Children under the age of 8 years must be accompanied by an adult at all times when using the toilet and shower facilities.

DOGS

- Dogs are welcome on the understanding that they will never be left unattended on a pitch or anywhere else on the Park, and must be kept on a lead at all times.
- The dog exercise area should be used and fouling in any area must be cleared up immediately. Dog bins are provided and spare bags are available from Park Reception.
- Dogs are the responsibility of the owner at all times, and no responsibility will be taken by Applewood Countryside Park for any damage caused by them.

DATA PROTECTION

The information taken at time of booking is required to be collected for the purposes of processing your reservation at Applewood Countryside Park. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

SITE CODE

In the interest of everyone's enjoyment, we ask that the following guidelines are respected:

- Open fires are not permitted under any circumstances
- BBQs and fire pits are allowed but must be raised off the grass and supervised at all times. BBQs must be disposed of in the bins provided when cold
- Noise levels are to be kept to a minimum before 09:00 and after 22:00
- Waste water and refuse is to be disposed of in the designated areas only
- Children under 8 years of age must be supervised by an adult at all times
- Children use the play area at their own risk. Applewood Countryside Park does not accept responsibility for any accidents or injury
- Power toys, kite flying and ball games are not permitted in the main park area or near any occupied pitches
- Please refrain from putting up any washing lines or hanging linen on fences or hedges
- Respect the boundaries of the park. Please do not enter areas that do not belong to the campsite
- Dogs must be kept on a lead at all times and are not to be left unattended at any time
- All dog waste is to be picked up and placed in the bins provided
- Please observe the 5mph speed limit around the park at all times and be aware of children
- Behave in a considerate manner and respect our staff and all other park users
- Do not use the park for antisocial or criminal activity and refrain from using foul language
- Paddling pools may be used as long as they are within your designated pitch space and covered or emptied when not in use. Please be considerate to other guests when using the water.

The park and all facilities are used entirely at the guest's own risk. Applewood Countryside Park does not accept liability for any person or property, this includes the laundry facilities.