



Haughton Holiday Park

General Information on Haughton Holiday Park including Additional Terms and Conditions

Please be aware that online booking applications are not confirmed until we contact you and a non-refundable deposit of £20 has been paid. Customers who do not want to use our online booking service can book their holiday by contacting the park directly by telephone 019755 62107. Offline - by telephone, email or at the park are welcome using these methods:

- Book by telephone, providing your contact details and credit or debit cards for making the deposit or full payment transactions.
- If you have not notified us to cancel or amend the booking in advance of your arrival (see cancellation policy terms) and if you do not arrive at the park for the first night of booking, the entire booking will be deemed cancelled and no refund will be given.
- We require a minimum £20 deposit for touring visitors and 20% deposit for Holiday Homes/Flats.
- On acceptance of your booking and your deposit payment at confirmation of booking will be sent detailing the full cost, deposit paid and balance due by when.
- All balances for the Holiday accommodation must be settled in full no later than 6 weeks prior to arrival.
- Failure to pay the balance by the due date may result in the cancellation by us of the booking.
- We will endeavour to meet special requests, please give us as much notice as possible.
- You will not be reminded by us to settle balance payments, please settle the balance on time.

Seasonal Tourer's Park Rules

Welcome to Haughton Holiday Park and we hope you have a relaxing and enjoyable holiday. Unfortunately, there needs to be some rules, but most are for your safety and enjoyable stay.

- Seasonal Pitches are available only from 15th March – 16th November.
- Awning's may be left up while you are not on the site, however we can't be held responsible for any damages incurred. For instance, if the awning is blown away and causes any damage to other site residents you would be liable.
- Electricity will be billed at the end of the season. It is not included in your seasonal pitch fees. A meter reading will be taken on arrival and again on day of departure and is payable before departing the holiday park.
- Cars must not cut across the grass except to gain access to their pitch. Speed limit 5 miles per hour. Only fully licensed drivers are allowed to drive cars, and no driving lessons are permitted on the park.
Charging of Electric Vehicles is prohibited.
- Please keep toilet blocks clean and tidy. **CHILDREN UNDER 13 YEARS OLD MUST BE ACCOMPANIED BY AN ADULT IN THE TOILETS.** All chemical toilets to be emptied at the points provided. No toilet tents are allowed.
- Water is precious – Do not take water from the toilets or outdoor washing area. **No water hoses or paddling pools allowed to be used in the holiday park. No washing of cars or any other vehicles.**

- Water: Separate standpipes are provided for drinking water and are marked. **DO NOT LEAVE YOUR HOSE ATTACHED TO THE STANDPIPE unless you are on a serviced pitch.**
- Wastewater from caravans must not be allowed to discharge on to grass. A container must be placed under sink outlet pipe – wastewater disposal points are beside the water points.
- Gas tanks must be contained within the caravan or motorhome. No Gas tanks allowed outside the unit.
- Disabled room keys are available at the reception. Deposit of £10 payable for key.
- All rubbish must be placed in the bins provided. Please use the recycling bins at the back of the House or the recycling point up from the toilets. Do not leave rubbish out overnight as the wildlife will make a mess of it.
- **NO FIRE PITS, WOODBURNING STOVES OR OPEN FIRES ARE ALLOWED ANYWHERE ON THE SITE.**
- BBQs must be off the ground or used on the BBQ points within the walled garden and must be fully extinguished after use and disposed of within the marked metal bins.
- **Please respect your fellow campers. No unreasonable level of noise or disturbance may be created on the park and no musical instruments may be played on the park between 10.30pm and 9am.**
- Parents & guardians are responsible for the safety of children in their care while on site and should be supervised by an adult. **NO BALL GAMES ARE ALLOWED ON SITE.** There is a large playpark opposite the Holiday Park.
- **Dogs must be kept on a lead at all times** within the caravan park and exercised off the park and any fouling must be cleaned up by the owner. Unless you have an assistance dog, dogs are not permitted in the toilets or Haughton House.
- Permission to stay on the park may be refused and occupants of the park may be requested to leave without any reason being given by the owners.
- The owners will accept no liability for the person or property of any person using the park.
- No washing lines to be put up in the park, especially tied to trees.
- **No Commercial vehicles are allowed on your pitch.** They can be parked at the front of the house.
- Visitors must be met at reception where they can park their car. **ONLY ONE CAR ALLOWED AT YOUR PITCH.** Extra cars can be parked at the house.

Cancellation of your Booking

The cancellation policy applies to any complete cancellation of the booking, or a reduction in the booking of either nights or number of pitches/people.

- Any cost incurred by us and associated with credit card charging and refunding will be deducted from your refund total otherwise the below scale will apply.
- 100% refund notified 90 days prior to the booking start date.
- 85% refund notified 75 days before the booking start date.
- 60% refund notified 30 days before the booking start date.
- 35% refund notified 15 days before the booking start date.
- 15% refund notified 7 days or less before the booking start date.
- No refund: no prior notification and non-arrival on first day of the booking.
- We recommend that you invest in your own holiday insurance incorporating a cancellation policy.

Complaints Procedure

- If for any reason you are not satisfied with a product or service you receive from us, in the first instance please contact the Manager at the holiday park. We will make every effort to resolve your concern. Contact details for our park can be found at the foot of these terms and conditions or speak to the park directly.
- If in the unlikely event we are unable to resolve a complaint, then you may elect to use an Alternative Dispute Resolution (ADR) platform. Such a platform can be found here: <http://ec.europa.eu/consumers/odr/>. Your statutory rights are not affected.

Complaints Procedure Additional Terms and Conditions

- The charging of electric vehicles is strictly prohibited on our park. You are prohibited from connecting your electric vehicle to any holiday accommodation or touring bollard, building electrical outputs and as it is considered wholly unsafe to do so.
- Our park is a family holiday park so please ensure your behaviour is appropriate and not noisy, offensive or likely to cause any harm or upset to other guests, staff or property at the holiday park. If we feel your behaviour is illegal, offensive, disruptive, or inappropriate or is disturbing other guests you may be asked to leave the holiday park and a charge made for costs incurred.
- All prices are current at time of print and are subject to change so could increase or decrease. The price confirmed when you book is the final price and will not change unless you alter your booking. All prices include VAT and insurance premium tax (where applicable) at the current rate. If the rates increase, prices may change to reflect the increase. We do not accept bookings from or allow anyone to stay on a holiday park who is listed on the Violent and Sex Offenders Register (or any register which supersedes this). By making a booking, you are confirming that no one in your party is on this Register.
- Lost property that is found on the park will be kept for 6 weeks from the date that it was found. If the property has not been claimed within the specified timeframe, then it will be donated to a local charity shop or otherwise disposed of. Please contact the park directly should you be seeking support in finding lost property. Should you wish to have an item of found property returned, we will require the date of your stay and holiday reference together with a description of the item. An administration charge of £15.00+VAT plus the postage/packaging charge will be made for the return of the item/s dependant of the size and nature of the property. The postage/packaging charge will be agreed with you in advance. You are of course welcome to collect your property or make your own arrangements for courier collection.
- All our accommodation is non-smoking, and smoking and use of E-cigarettes are not permitted in any accommodation. If we find that smoking has taken place in your accommodation, you will be required to pay an additional fee of £80 for deep cleaning.
- Travel cots and highchairs, subject to availability, can be requested for use in our hire accommodation. We suggest that you request these when you book. A deposit may be required on arrival. You will need to bring your own cot linen.
- All children must be supervised by parents or guardians throughout the holiday.

- Our park is in rural location so there may be areas of uneven ground, unmade paths and limited lighting. Close to the park is a pond and river so please make sure you know about these features and supervise children appropriately.
- You should comply with speed limits, parking and traffic regulations on park. Vehicles are brought into the holiday park at your own risk. Quad bikes, Monkey Bikes, Mini Motorised Vehicles, E-scooters, Segway, hover boards and similar are not allowed on park. Please note we do not currently have a facility to charge hybrid cars. You are not permitted to charge your car using the holiday home or pitch electricity supply. Reception can assist you with locating the nearest local EV charging services.
- We sometimes have TV and other companies filming or taking photographs on park. We will do all we can to ensure you are not disturbed by this. We can't accept any responsibility or offer any financial award if you do appear in films or photographs. The use of drones is not permitted at any holiday park.
- We have taken all care to make sure our brochure and website are correct at time of going to print/being published. Photographs of accommodation are examples only and furnishings, layout and decoration may vary.
- Subject to availability we can extend your stay beyond booked dates however we cannot guarantee that the same pitch will be available.
- We endeavour to ensure that all on site services and facilities are available to you during your stay. If services and facilities are not available due to circumstances beyond our control no liability will attach to us, and you will not be entitled to a refund.
- We endeavour to ensure there are enough amenities available during your stay and in line with site licensing guidelines. We also reserve the right to alter or withdraw amenities or facilities due to repairs, refurbishment, maintenance, weather conditions and circumstances beyond our control and were reasonably necessary. However, where possible and if this is the case, you will be notified in advance of arrival.
- Children under the age of 12 should be supervised by an adult at all times.