

TERMS AND CONDITIONS

Please read the Campsite's terms and conditions.

Admission

Admission is only permitted after registering at reception.
At least one of the party members must be aged 18 or over.
Under 18s must be accompanied by their parents or legal guardians.

Arrivals and departures

Late arrivals must notify the park as soon as possible. Your booking will be held for 24 hours. After this period, the management reserves the right to relet your pitch.
No refunds/discounts for inclement weather, late arrivals or early departures.
Pitches will be allocated on arrival.

Changes to your holiday

Bookings can be amended or cancelled up to 2 weeks prior to your stay and a full refund given. Bookings changed or cancelled after this date may incur additional charges and campers will be able to transfer their booking to an alternative date during the same season or following year – assuming the dates are available. Refunds will not be given if cancelled within 14 days of your planned first night of arrival.

Coronavirus

Due to the COVID-19 outbreak, customers can amend their dates with the campsite/holiday park free of charge for all stays, providing those further dates are available up to September 2023.

Minimum spacing of 2 metres between pitches.

Due to the nature of the Trust and the people we support, guidelines enforced by the country centre may differ from that of other government guidelines and so we ask you to be compliant and respectful of these rules at all times.

Protective masks must be worn at all times in common areas outlined by government and Trust protocol.

Extras

Entertainment passes are included in the rate. This is applicable to the events hosted during the WSCC public-school holidays and in accordance with the planned Events calendar set out by the Trust. The Trust holds the right to cancel any public event with no pre warning due to animal welfare, health and welfare concerns or mitigating circumstances.

Motorbike(s) can be brought onsite instead of the car(s) included. However, we do not allow car/motorbikes to be driven on site other than during supervised times such as unloading / loading of camping equipment.

General

Discount cards and gift vouchers cannot be applied to bookings made via Pitchup.com.
In the event of a complaint, please speak to reception immediately where we will endeavour to resolve your query quickly and efficiently. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have left the site.

Please note that the toilet/shower facilities are unisex.

Public areas are non-smoking.

Quiet hours must be respected between 11 p.m. and 10 a.m.

Radio, music and TV players must be kept at a low volume. Car doors and boots must be closed quietly.

The management reserves the right to deny access or terminate the stay of those guests whose behaviour is deemed unsuitable. No refunds will be offered.

The site is not liable for any refund in the event of force majeure.

Occupancy

We are a family friendly site. No hen/stag parties permitted.

No more than 6 people to a pitch.

Pitches

You must follow the management directives when pitching your tent/unit and related equipment.

Reception

Reception is closed from 5 p.m. to 9:30 a.m. No arrivals are permitted between these times.

Reception is unmanned after 5 p.m. Please inform the site while on your way there should you expect to arrive after this time, so that the team can provide information about your unit/pitch.

Safety

Firearms or any weapons are not permitted.

Guests are advised to bring a good quality torch with them as parts of the site are unlit.

No home bought charcoal barbecues allowed (as this is provided to you on arrival)

No electric barbecues allowed.

No gas barbecues allowed.

Open fires are prohibited.

Please do not touch or feed the animals.

Swimming in the lake/pond is not allowed.

Vehicles

No cars/motorbikes by the pitch/unit. All cars must be parked in the designated area.

Twin axle vehicles are not permitted on site.

Visitors

Visitors of campers must register at reception and pay their fee if they wish to visit site.

All visitors must leave the premises by 4 p.m.