

# HOLLOW MEADOW CL SITE BOOKING TERMS & CONDITIONS



## **Bookings**

For two nights or more we require a £30 non refundable deposit.

Easter and bank holiday weekend bookings – minimum of 4 nights.

Single night bookings may not permitted at busy times and £15 non refundable payment is required in advance.

Advance telephone bookings and internet enquiries will be held for 5 days until confirmed with a deposit or full payment.

We accept payments paid in the following ways:

### **Cheque**

Please add 40p to your payment and make payable to 'Prestige Cottages'. Send to Hollow Meadow, Snitterfield Fruit Farm, Kings Lane, Stratford upon Avon, CV37 0QA

### **Telephone card payment**

Debt and credit cards are accepted online and over the phone for additional 2.29% we will require the card and address to be in the same name as the booking.

### **Bank transfer**

At no extra charge - Prestige Cottages, Sort Code: 30 92 33, Account number: 16290662  
Please use your booking surname followed by 'CL' as a reference.

### **Cash**

Please ring the bell at the farm house at the top of the park, use the side entrance opposite the bins, between the brick pillars.

Please note that we do not chase up deposit payments. After 5 days your booking may be removed from our system, and you will then need to make a fresh availability enquiry to book.

Late availability (up to 14 days prior) cannot be held, and must be paid for in full to book.

We will confirm booking details with you upon receipt of your deposit or full payment, usually by email.

The balance payment will be payable on arrival at the site. If, after check-in you decide to cut your holiday short, for any reason, and leave before your departure date no monies will be refundable. For the above reasons, please ensure you have suitable insurance to cover cancellation or financial loss.

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## **Cancellation Policy**

We understand that from time to time you may need to cancel or adjust a booking made with us. If you make changes to your booking:

31 days or more before your arrival date, you are entitled to carry your deposit or advance payment onto another set of dates, if available, for that calendar year.

15 - 30 days prior to your arrival date, you are entitled to carry your deposit or advance payment less a £15 administration fee, onto another set of dates, if available, for that calendar year.

14 days or less prior to your arrival date will forfeit your deposit or advance payment, you are not able to re-use the monies to rebook but any remaining balance is not due.

No shows will forfeit any deposit or payment made, you are not able to re-use these monies to rebook and any remaining balance is due.

We reserve the right to re-let a pitch after midnight on the stated day of arrival, unless previously notified.

All deposits are non refundable, not limited to bad weather, poor camping conditions, ill health, unforeseen circumstance, or any other events outside of our control. We advise guests to seek travel insurance where appropriate.

By paying a deposit, you are also agreeing to paying any outstanding balance due upon arrival to the site.

If we are unable to provide the booked holiday and have we had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

Cancellation will be effective on the date it is received by the office during working hours 9-5pm Monday to Friday.

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This is a CL site for 'Caravan Club' Members only. Membership numbers will be asked for at time of booking, if not available at that time, must be given with deposit or latest, upon arrival on site.

Arrival time is after 14:00 and Departures time is before 12:00. If you would like to arrive earlier or leave later please book an additional day.

Please do not drive on the grass - we appreciate that some guests may do whilst parking but after this please use the road and standings for access and parking. You will be asked to pay for repairs or make good on any unnecessary damage.

Additional guest parking is available at the top of the park should you have a second vehicle, this is £1 per day.

Please do not leave us large items as rubbish, you will be charged for their disposal.

No open fires. But barbeques with charcoal briquettes are permitted if raised off the grass

Dogs are welcome but must be well-behaved and kept on a lead. You are welcome to walk them around the park. All pet fouling must be cleaned up and placed in waste bins provided.

Notification of late or early arrivals, i.e. before 8:30 a.m. and after 9:00 p.m. must be given. Out of courtesy to our other guests, please make minimal noise in both late evenings and early mornings.

Your unit may consist of a single caravan and towing vehicle, or motor home or Trailer tent, and you may also have a single small pup tent for members of your party. This will be ancillary to the main unit and will not be a separate living unit.

Your party, may be up to a maximum of 4 occupants including babies and children. Larger parties may be acceptable subject to additions fees. Parents are responsible for their children's behaviour at all times.

Keep to the 5mph speed limit at all times.

Any guest or visitor failing to comply with the above conditions will be asked to leave the site.

We cannot accept any responsibility for any personal injury or loss or damage to any property including vehicles.

We reserve the right to change or amend our terms and conditions at any time.