

Chestnutt Holiday Parks – Terms and Conditions for Hire Accommodation 2024

Chestnutt Holiday Parks facilitates overnight stay. Our guest's enjoyment and safety is paramount and therefore we would ask you to read the following Terms and Conditions before making your booking.

BOOKINGS

Advance booking is strongly recommended, particularly for weekends, bank holidays and during July and August. Bookings can be made online or by telephone direct with the park of your choice. A deposit of £100 will be taken to confirm the booking and the balance is payable 4 weeks before arrival. Full payment will be expected if arriving within 4 weeks of booking. At the time of booking, full contact details will be required, by booking you give permission for your contact details to be retained and we may use these to inform you of any offers or events relating to the Parks. Under no circumstances will this information be given to a third party. Please let us know after you stay if you do not wish to be contacted.

MINIMUM NIGHTS

The following minimum stays apply:

Easter – 4 nights

Bank Holidays – 3 nights

July/August – 7 nights

Chestnutt Holiday Parks reserve the right to alter these dates or add additional date periods subject to availability.

CANCELLATIONS/AMMENDMENTS

A minimum of 14 days' notice in advance of arrival date is required from anyone wishing to cancel their booking. If more than 14 days' notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given, minus an administration fee of £10.00. Cancellations within 14 days of customer's arrival date are not transferable or refundable unless in exceptional circumstances, such as serious illness or family bereavement. Refunds cannot be made for any amendments made to the booking on arrival or during the stay. Credit notes or vouchers are only valid for the current season.

PARTY SIZE/AGE RESTRICTIONS

Persons under 18 years of age are not accepted unless with family members who will be responsible for their conduct. We do not accept bookings from single sex parties and reserve the right to refuse bookings. If bookings are made and are not representative of those checking in, we may refuse the booking. In such case bookings are non-refundable.

NO SHOWS

Failure to arrive without satisfactory explanation or written cancellation being received will receive no transfer or refund. If your accommodation is not occupied by 10am on the day after your arrival day, we reserve the right to re-let the accommodation with payment forfeited.

ARRIVAL/DEPARTURE

Your accommodation will be available to you from 4pm on your arrival day. If you think you may be arriving after 8pm, then please let us know. Access to your accommodation will only be permitted when payment is received in full. You should leave your accommodation by 10am on your departure date, a late check out may be available in low season only, please check with Reception to make arrangements.

At the end of your holiday please leave everything in a clean and tidy condition. In the unlikely event that something has been stained beyond repair, or damaged during your stay we ask that you bring it to our attention before your departure. If it needs replacing or additional cleaning, then a charge will be taken from your security deposit.

OFFICE HOURS

- Low Season 9am – 5pm weekdays
- July/August 9am – 9pm weekdays and Saturday 9am – 5pm Sunday

Please inform office staff of late arrival or early departure. Please read Park Rules and Information notices displayed on park.

VEHICLES

Only one car is permitted per pitch. Extra vehicles or visitors can park in the car park at Reception. No commercial vehicles are permitted on site.

NO SMOKING

All our accommodation is non-smoking and smoking or use of E Cigarettes is not permitted in any accommodation. If you do smoke in your accommodation, you may forfeit your security deposit.

DOGS

We have one pet friendly accommodation. Requests must be specified at the time of booking. Pets cannot be accepted in any other units. Pets must be kept on a lead, under the control of a responsible adult at all times. Owners must not leave their pets unattended. You must clean up after your own pet.

CHILDREN

Children must be properly supervised at all times, so that they are not a nuisance or danger to themselves or others.

NOISE

Quiet hours are from 11pm to 7am, please respect fellow guests and keep noise to an absolute minimum.

BEHAVIOUR ON PARK

Our parks are family holiday parks so please ensure your behaviour is not noisy, offensive or likely to cause any harm or upset to other guests, staff or property at the holiday park and is not otherwise inappropriate. If we feel understand behaviour to be illegal, offensive, disruptive, inappropriate or disturbing other guests, we will ask you stop such behaviour or depending on the seriousness and/or inaction to cease such behaviour, we may ask you to leave the park. No refund will be given.

AVAILABILITY OF FACILITIES

Whilst the parks endeavour to provide all facilities advertised on the website, the parks reserve the right to alter or withdraw amenities or facilities without prior notice, and without any liability to pay you compensation or damages for the loss of an advertised facility. You should also be aware that our parks offer restrictions on facilities and their opening hours during the off peak. Adverse weather conditions may also cause the closure of some facilities.

UNFORESEEN CIRCUMSTANCES

Chestnutt Holiday parks regret that we cannot accept liability or pay any compensation for cancellations to your holiday or the destruction or damage to your accommodation due to 'force majeure' i.e any event that cannot be foreseen or avoided. Such events include but are not limited to pandemic outbreak, industrial disputes, war or threat of war, civil disorder, natural or nuclear disaster, fire, adverse weather conditions and all similar conditions. Customers could consider taking out a Travel Insurance policy which may allow you to claim for some of these outcomes.