

Chestnutt Holiday Parks – Terms and Conditions for Touring and Camping 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. For stays of 14 nights or less, full payment must be made at the time of booking. For longer stays a deposit of £100 is required and £500 for Season stays. Full contact details must be given and 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 – 2 nights at the weekend

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

A maximum block booking of 3 pitches is permitted (excluding Caravan & Camping clubs). We cannot guarantee that bookings made together will be positioned together on the Park. Persons under 18 years of age are not accepted unless accompanied by family members who will be responsible for their conduct. If bookings are made and are not representative of those checking in, we may refuse the booking. In such cases monies are non-refundable.

NO SHOWS

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

ARRIVAL/DEPARTURE

Your arrival is welcome from 2pm onward. On arrival please check in at Reception where you will be asked to sign an agreement to the check in terms. Access to your pitch will only be permitted when payment is received in full. There is a £20 deposit required for the access fob to the park.

Check out time is 12 noon. A late check out (5pm) may be arranged at a cost of £10. This will depend on the availability of the pitch and must be organised with Reception on the morning of departure.

Please inform office staff of late arrival or early departure.

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.

PITCH ALLOCATION/SERVICES

On arrival you will be informed of your pitch number. Whilst every effort will be made to meet requests, no guarantee can be given. You must set up on the pitch given so please check to avoid being asked to move. All touring pitches have multi service towers providing 16amp electricity, water and grey waste facility, unless stated otherwise. Camping pitches, where available and pre-paid have electricity hook up, please make sure to select the correct option when booking. All rubbish must be removed from pitch on departure. Recycling facilities are available and need to be used accordingly.

AWNINGS

Awnings must not exceed the length of the caravan. During adverse weather conditions you may be asked to take your awning down, Chestnutt Holiday Parks cannot take responsibility for any damage relating to weather. For longer stays we may request that you take your awning down to allow the ground to recover. No heaters, tumble driers or washing machines are permitted inside awnings. Awnings should be accessed only by the main entrance facing out from the touring van.

VEHICLES

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

DOGS

Dogs must be kept on a lead, under the control of a responsible adult at all times, owners must not leave their dogs unattended. You must clean up after your own dog.

CHILDREN

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

FIRES

Open campfires are not permitted on the park. Free standing BBQ's are allowed.

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 understand your behaviour to be illegal, offensive, disruptive, inappropriate or disturbing other guests, we will ask you to 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.