



Hillcroft Leisure Ltd, Hillcroft Park, Roe head Lane, Pooley Bridge, Cumbria CA10 2LT.

### **Terms & Conditions.**

### **Camping, Touring & Pods.**

## **WELCOME TO HILLCROFT PARK**

Hillcroft Park is a family park catering for Holiday Homes, Motorhomes, Touring Caravans and Camping as well as Holiday makers hiring any of our Hire Accommodation.

Our guests' enjoyment and safety is paramount and therefore we ask you to read the following terms and conditions before confirming your booking.

We reserve the right to ask guests who contravene these terms and conditions or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors or staff to leave the park immediately. In these circumstances the stay will be terminated and no refund will be given. We will not be liable for any extra costs incurred by you as a result of this action.

### **Booking Conditions**

We cater for families and couples and do not accept bookings from same gender parties of three or more people, unless by prior arrangement. We also reserve the right to refuse any booking.

Bookings can be made On Line through our Booking System or by telephoning 017684 86363

The person named on the booking is responsible for the booking and certifies that they are over 18 years of age and will be a member of the visiting party.

A deposit of £20.00 is payable at the time of booking. The balance must be paid two weeks prior to the date of arrival; otherwise the booking may be cancelled. (Credit card payments incur a 2% charge)

### **The Contract**

This Contract is with Hillcroft Leisure Ltd, Hillcroft Park, Roe Head Lane, Pooley Bridge, Penrith, Cumbria. CA10 2LT. A contract exists as soon as the booking has been made. The terms contained in this contract do not affect your statutory rights.

Hillcroft Leisure Limited shall not be liable for any failure of or delay in providing any of the agreed services due to causes beyond its reasonable control , including but not limited to acts of God, war, strikes, labour disputes, government orders, power or water failure or other force majeure event.

### **Cancellation of the Booking by You:**

You may cancel your stay at any time. Cancellations will be effective on the date it is received by us and no refunds of deposits will be given for cancellations made because of inclement weather. Deposits and payments are not transferrable to other dates.

If any payment has been made, refunds will be on the following basis:

More than 14 days' notice,	A Full refund, minus a £20.00 Administration Fee
Less than 14 days' notice,	No refund

### **Cancellation of a Booking by Hillcroft Leisure Ltd**

If we are unable to fulfil the booking and have to cancel before the start date you are entitled to a full refund of any money you may have paid.

### **Liability**

We shall not be liable for the death or injury of any person staying or visiting the park or for any loss or damage to property of any such person howsoever any such death, injury, loss or damage may be caused other than as a result of our negligence.

Your vehicles, their contents and accessories, your personal belongings are left entirely at your own risk. We will not be held responsible for any loss from or damage to any vehicle from any cause whatsoever, other than negligence of the company, our employees or agents.

Whilst every care is taken to ensure that the details shown on this website are correct, the company cannot accept responsibility for errors contained therein or the results thereof.

### **Complaints**

If you have reason to complain about anything please raise it with a member of staff during your stay.

### **After-sales, our complaints policy and guarantee**

During your stay with us, we try to ensure things go as smoothly as possible. However, sometimes things may not be as they should. If you are not happy about the service you receive from us, please inform us at the Reception and we will try to resolve your concern. Further to that, you can put your complaint in writing for the attention of Mrs V.H. Heath at the Park address. You may then also contact the Alternative Dispute Resolution platform at the following address:

<http://ec.europa.eu/consumers/odr/> - Your statutory rights are not affected.

### **Behaviour Standards and Termination**

By making a booking with us you have entered into a contract in which you undertake on behalf of yourself and the people in the party (including children) to adopt the following standards of behaviour whilst on the park:

- To act in a courteous and considerate manner towards other guests and employees.
- To supervise children properly so that they are not a nuisance or danger to themselves or others. Please note that at all times the safety of children is the responsibility of their guardians.
- You will not :
  - . Commit any criminal offences or undertake any criminal activity or vandalism.
  - . Keep or carry any firearm or other weapon.
  - . Use any unlawful drugs.
  - . Create any undue noise or disturbance.
  - . Carry on any trade or business.
- Quiet hours are from 11pm until 8.30am. Please respect your fellow guests and the keep noise down.
- In the interest of all visitors the company reserves the right to refuse entry to any person or groups at its discretion. In such cases a full refund of paid pitch fees will be given and the group shall be discharged.
- At our discretion you may be asked to pay a noise deposit on arrival in cash of £20.00 per adult which will be returned in cash at the end of your stay providing no complaints are received.

- If in our opinion any person is not suitable to continue their stay because of unreasonable behaviour, damage to property or annoyance to other guests we reserve the right to exclude their party from the park. In this event no refund will be given and the person will remain liable for any damage caused to property.

### **Touring and Camping.**

You are requested **not** to arrive before 12 noon unless prior arrangements have been made. All camping and touring pitches **must** be vacated by 11am on day of departure, unless prior arrangements have been made. Every endeavour will be made to allocate guests to the pitch of their choice, however it must be understood that acceptance of a booking is not conditional on the allocation of a particular pitch. Your pitch number and directions to it will be confirmed on arrival. Please allow a minimum 3mtr clear firebreak between adjacent pitches. Any guest on the wrong pitch may be asked to move. Please note that should you wish to extend your stay beyond the booked date there is no guarantee that the same pitch will be available.

**If you do not check in on your expected date of arrival and alternative arrangements have not been made with us we reserve the right to re-let your pitch.**

Pitch check in is **from 12.00noon\*** on the day of arrival.

Pitch check out is **by 11.00am** on the day of departure.

\*Earlier check in may be permitted. Please contact us the day before to check the availability.

### **Pods**

Please position your vehicles in line with the instructions given to you by the park staff.

PODs check in is **from 1.00pm\*** on the day of arrival.

PODs check out is **by 11.00am** on the day of departure.

\*Earlier check in may be permitted. Please contact us the day before to check the availability.

### **Wi-Fi**

Wi-Fi Service is available on site. Prices are available on check-in. We cannot be held responsible if, for any reason the service is not available.

### **Health & Safety**

We take the wellbeing and safety of our guests extremely seriously asks that you comply with the following:

- The speed limit in all areas of the park is 5mph. This applies to all vehicles including children's cycles.
- All vehicles must conform to the Road Traffic Act and have current Tax, MOT and insurance.
- **Guests are not allowed to bring Lorries or other commercial vehicles on to the park, except by prior specific arrangement. This includes towing vehicles.**
- No recreational vehicles can be used on the park, this includes motorised scooters.
- No mechanical or repair work is to be undertaken on the park with the exception of emergency repairs under the supervision of a motoring organisation.
- No kite flying on the park due to overhead power lines.
- In the unlikely event of a natural disaster or emergency please adhere to instructions given by duty staff.
- Please make yourself aware of the nearest fire point.

### **Dogs and other Pets**

Where permitted, if you bring your pet with you when you stay we ask that you:

- Keep it on a lead within your pitch boundary and not left unattended at any time.
- Exercise it on the dog walk and clean up after it immediately.

- We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is causing a nuisance or a danger to other guests.

### **General**

- Please park on the awning side of your van (British) whenever possible.
- Any forms of fire or ground level barbeques are not permitted directly on the grass.
- Breathable groundsheets are to be used in awnings on grassed areas.
- No skateboarding on the park.
- No games in the car park area, in front of reception or around the shower block or bin areas.
- If staying in the Camping fields do not allow your children to play around the main site.
- No trespassing on the adjacent farmers' fields.
- Please keep bottles (including plastic), cans & newspapers separate from other waste and use the recycling bins provided. As shown on Site Plan
- Always use a waste water container and dispose of it as directed.
- Make sure your pitch area is litter free on departure.
- Cutting or damaging trees or other vegetation is strictly prohibited and the natural conditions are not to be disturbed.
- No washing lines are allowed, rotary and freestanding aiders are permitted.
- No refunds can be given if guests depart prior to the end of their booking.
- The information supplied when booking will be stored on computer for administrative purposes. Under no circumstances will this information be passed to a third party.
- We may from time to time wish to send you communications. If you do not wish to receive any such communication please let us know.
- For the purpose of the Data Protection Act 1984 entering into this contact with us signifies your consent to these terms.

**Please advise us if you are likely to arrive later than 6pm. Latest arrival time is 8pm unless previously arranged with the site Managers.**

**Hillcroft Leisure Ltd hopes you have an enjoyable stay with us and look forward to seeing you again very soon.**

**Have a wonderful time.**

**John & Jill Heath.**