

# **Dornafield Touring Terms and Conditions**

**ALL RESERVATIONS ARE SUBJECT TO THESE TERMS AND CONDITIONS**

## **Payment**

A £50 per week or part week, non-refundable deposit is required for all touring pitch bookings, with the balance due at least 4 weeks before arrival. A reminder will be sent approximately 30 days prior to arrival. The park reserves the right to re-let pitches which have not been paid for, in full, 4 weeks prior to arrival.

## **Cancellations**

Deposits are strictly non-refundable, (unless covered by our cancellation plan\*), whatever the circumstance. If cancellation is made less than 28 days prior to the start of your stay, no refunds can be given, (unless covered by our cancellation plan\*). Customers making cancellations with more than 28 days' notice have the option to transfer their deposit or other monies paid, to another date within 6 months of the original booking. This may only be done once. Bookings with the cancellation plan added may receive a full or 50% refund.

## **Pitch requests**

Specific pitch number requests are only available for stays of seven nights or more.

## **Early departures**

If you choose to leave the park before your booked departure date for whatever reason, no refunds will be given for the remaining days of your booking.

## **Arrival and departure times**

Touring pitches are reserved from 12am on day of arrival until 11am on day of departure. The pitch must be vacated by this time and new arrivals must not arrive before 12am unless by prior arrangement, to avoid congestion in our country lanes. Latest check in time is 10pm, from 5pm the reception is closed so arrival details will be in the information room printed ready for your collection.

## **Late departures**

Guests wishing to make a late departure should enquire if this is possible. The charge for a late departure is an additional pitch fee for that night. Pitches must be vacated by 6pm.

## **Arrivals and day visitors**

All new arrivals and visitors are to call at reception before entering the park. Day visitors must park in the designated car parks. Day visitors may not stay later than 10.30pm

## **Awnings and tents on hard standings**

All awnings and tents must be erected only on the gravelled area

## **Types of units**

No commercial vehicles may be used as accommodation. Tents, caravans, motorhomes (up to 30ft), campers, trailer tents must be in a tidy condition. All types of unit must be fully insured by the owner and be in a roadworthy condition.

## **Noise levels**

Our guests enjoy the peace and tranquillity of the countryside and so we ask that music, TVs and all noise be kept at a reasonable level at all times and to an absolute minimum between 10.30pm and 8am.

## **Group bookings**

To preserve the peace and quiet that our guests expect and enjoy, group or block bookings are accepted solely at the discretion of the owners. No single sex groups will be accepted as we are a family park.

## **Dogs welcome**

Well behaved dogs are very welcome on the park, but must be kept on a lead at all times, unless using the exercise areas provided. Please do not leave your pet unattended at any time. We welcome responsible dog owners who clear up after their dogs and bins are provided for this. We cannot accept dogs who are likely to cause a nuisance to other guests for example, dogs who bark excessively or are aggressive, or owners who do not clean up after their dogs.

## **Barbeques**

BBQ's are permitted using charcoal or gas, provided they do not cause annoyance to other guests but must be kept well clear of the grass preferably on the gravel. We do not permit campfires or fire pits.

## **Vehicles and bicycles**

We have a strict 5mph speed limit on site and non-road legal motorised vehicles are not permitted to be used on Dornafield. Bicycles are permitted but must comply with 5mph and in Buttermeadow must obey the direction of the road also they are not allowed to be used on the hill from Blackrock copse to Buttermeadow.

## **Play Areas**

There are two outside play areas in which children must be supervised and children must not enter the other wood land which is a conservation area and may be dangerous

We reserve the right to refuse admittance or to terminate the visit of any person or persons whose conduct is detrimental to Dornafield or to other guests. Dornafield Ltd will not be held responsible for the possessions of visitors or guests in any way. Payment of any fees to Dornafield Ltd constitutes acceptance of these rules.

Dornafield Ltd reserves the right to make changes to these conditions at any time if the need arises.