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[www.midfield.me](http://www.midfield.me)

## **Booking Terms and Conditions 2021**

**OFFICE HOURS 9 am to 7 pm - CLOSED for lunch 12noon until 2 pm**

**Late arrivals and departures by prior agreement only**

**MIDFIELD HOLIDAY AND RESIDENTIAL PARK** is a family park catering for touring caravans/trailer tents/tents/motor caravans. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions.

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, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

### **GUEST RESTRICTIONS - COMPLAINTS - PLEASE SEE PAGE 4**

#### **The Price of the Holiday**

At the time of booking no payment is required, but payment in full is required 14 days before arrival. In the event that the booking is made within 14 days of the start of your holiday, payment must be made in full.

#### **Cancellation of the Holiday by you**

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However cancellation charges are payable as follows:

**8 days notice and more a full refund will be made -  
LESS £5 administration charge but 7 days notice and under no refund will be made**

Bookings made within 7 days of date of arrival no refunds. **BANK HOLIDAY WEEKS** no refund will be made - unless we receive 14 days notice unless as detailed below

#### **Change or cancellation of the Holiday by us**

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

**No refund will be made if a pitch and all services are available and the site is accessible.**

**SEE Access statement and policy**

**The use of the children's play area's is restricted to children aged 3 years up to 15 years - between the hours of 8 am and 10 pm or dusk whichever is earlier - and is used at the risk of the supervising adult.**

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the park. This includes a copy of our Terms and Conditions and a Booking Form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware.

## Holiday Behaviour Standards and Termination

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

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children properly so that they are not a nuisance or danger to themselves or others.

You further agree that you will not:

- commit any criminal offence at the Park or undertake any criminal activity
- commit any acts of vandalism or nuisance
- keep or carry any firearm or any other weapon at the Park
- use any unlawful drugs
- create any undue noise or disturbance carry on any trade or business while on the Park

Children under 15 must be supervised by an adult at all times and anyone failing to adhere to the rules of the park or misbehaving on the play equipment or in the play area will be excluded from the area for the remainder of their stay

Quiet hours are from 11.00pm until 7.00am. Please respect your fellow guests and keep noise to an absolute minimum - remember that voices and noises carry especially at night

## Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the park is 10 mph.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
- Guests are not allowed to bring lorries or other commercial vehicles on to the park. 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.
- Only one car/vehicle can be parked next to the pitch. All other vehicles including trailers and boats must be parked in the main parking area, unless given express permission by Park Owner
- In the unlikely event of a natural disaster or emergency requiring implementation of the park's Emergency Action Plan you will be notified by The Park Owner
- Please make yourself aware of the nearest fire point.

Our full Health and Safety Policy and Emergency Action Plan are available for inspection in Reception.

## Dogs and other pets

If you bring your dog with you when you stay with us we ask that you:

- Do not allow your dog to onto the children's fenced play area
- Keep the dog on a short lead on the park at all times,
- Use the designated exercise area,
- Clean up after your dog,
- Your dog must not be left unattended at any time - or allowed to bark

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

## General

Open fires and ground level barbeques are not permitted.

Only aertex type ground sheets are permitted on grassed areas. The use of generators is not permitted.

Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, or driving nails into, trees, or wooden fencing.

Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.

It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify canceling the holiday.

**The caravan, RV, campervan or motorhome must be parked at a right angle to the road, that is end on to the road, and tents narrow end to the road. Anyone parking in appropriately will be asked to move.**

The size of your unit, including any tents and gazebos, must have been stipulated at booking in to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.

For future information : All pitches must be vacated by 12 noon on the day of your departure otherwise an additional night's pitch fee will be charged. You are requested not to arrive before 2.00 pm. Latest arrival time is 7pm, unless previously notified and agreed with the Park owners

Every effort will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.

## Complaints

If you have a complaint about anything during your holiday please raise it with us **immediately** and if you wish to pursue it following your departure please write to us within 28 days of your departure. However we do suggest that you try and complete a report about the complaint while you are on holiday.

## GUEST RESTRICTIONS

To achieve a friendly, family atmosphere for families and couples, we reserve the right to refuse or cancel bookings (without refund) from

- (i) persons under the age of 21;
- (ii) all-adult or single-sex groups including hen or stag parties;
- (iii) solo travellers (if we feel the reason for your stay isn't in line with our family focused values); or
- (iv) anyone else who we think might spoil things for other guests.

## **We don't knowingly allow any guest to use or visit our parks who:**

- (i) has an unspent criminal conviction;
- (ii) has an entry on a criminal register (including the sex offenders' register);
- (iii) has any record of any order indicating antisocial behaviour, violence, abuse, public disorder, or criminal damage or any other form of antisocial behaviour;
- (iv) is a convicted sex offender, subject to the notification requirements of the Sexual Offences Act 2003; or (v) is subject to a Risk of Sexual Harm Order or Child Abduction Notice.
- (v) If you don't disclose this information about yourself or any other member of your party, and it later becomes known to us, we reserve the right to cancel your booking and require that you, and the other members of your party, leave the park, without refund.