



Our aim is to provide all our guests with a safe, peaceful and enjoyable camping and touring holiday. We therefore ask that you read the following terms and conditions carefully to ensure that your stay with us will meet your needs and expectations. Any persons in breach of these 'Terms and Conditions', or who behave in such a manner to cause offence to other guests and/or staff members, may be asked to vacate the park, this will include all members of their party, with no refund of fees paid and we will not be liable for any extra costs incurred by you. The park owners reserve the right to change or modify these rules at any time without giving prior notice.

**PAYING FOR YOUR STAY:** A £20 non-refundable booking deposit is required at the time of booking. The full amount is due 2 weeks prior to your arrival date. Please make sure you pay this in time to avoid your booking being cancelled.

**CHANGING OR CANCELLING YOUR BOOKING:** If for some reason you would like to cancel or make changes to your booking, (**this includes changing the number of guests**) please inform us 2 weeks before your arrival date. If you cancel within this 2-week period your payment will be lost. No refunds are given if you choose to depart before the end of your booked stay.

**ARRIVAL AND DEPARTURES:** Photo ID will be required on check in. Pitches are available for arrival from 1pm to 6pm. If you are planning to arrive later than 6pm please let us know. If for some reason you are unable to arrive on your due date, please contact our office as soon as possible (failure to do so may result in your booking being cancelled). All pitches must be vacated by 12 noon on the day of departure. Please leave your pitch clean and tidy. During low season you may be able to purchase late departure at the cost of £5, this will allow you to stay on your pitch and use our facilities till 5pm.

**PITCHING UP:** On arrival you will be allocated a pitch. Most of our pitches are 6x8 meters, when setting up you will need to make sure you fit within the boundaries of your pitch ( this includes your guide ropes). If your unit is too large we will ask you to move it or take it down. We allow one sleep unit per pitch. Strictly one vehicle per pitch, this also has to fit within the boundaries of your pitch. A member of staff will be happy to advise if you're unsure of the best way to pitch up.

**VEHICLES:** Strictly no commercial or sign written vehicles. One vehicle per pitch only. Visitors must park outside of the touring park either in our car parks or along Wing Road.

**WRIST BANDS:** Each Member of your party will be issued a wrist band on arrival. It must be worn at all times during your stay, this will allow the bearer entry to our facilities. Please take good care of your bands as we can NOT issue replacements.

**SAME SEX GROUPS:** We are a family friendly holiday park. Large same sex groups are not permitted to stay on site.

**KEY FOB:** On your arrival you will be issued a key fob. This key is used to gain access to the car barrier, toilets, showers and other facilities. £10 key deposit to be paid in cash on arrival. This will be refunded on your departure when the key is returned. In the event of key fob being lost or damaged, your deposit will be lost. Please do not allow children to use these facilities unaccompanied and ensure that the access door is closed after each use.

**PLEASE NOTE: THESE KEY FOBs ARE FOR YOUR USE ONLY, PLEASE DO NOT LET ANYONE ELSE ON OR OFF THE PREMISES USE YOUR KEY. ELECTRIC SUPPLY:** Electric hook ups have a 10-amp supply, if you exceed this and cause the trip to cut out, please contact a member of our team to reset it for you.

**FIRE SAFETY:** A fire hose can be found in the middle of the main field. Fire extinguishers are located on the wall between washing up area and waste disposal point. A further set of fire extinguishers are located in the second field on the opposing fence. In the event of a fire call 999. Please note: No open fires, bonfires, or generators to be used on site. You may use a BBQ, but please be thoughtful of your surroundings and avoid damaging the grass. When pitching up please make sure your unit fits within the white lines. Please do not park your vehicle within red lines. Please do not use this as your storage area. If you are unsure when setting up, please ask a member of staff as we will ask people to move tents, caravans, etc. if we are unhappy with the set up.

**DOGS AND OTHER PETS:** Dogs must be always kept on the lead and under control all times. Please make sure you exercise your dog off the premises. Please do not leave your pet unattended. PLEASE CLEAN UP AFTER YOUR DOG.

**RUBBISH BAGS:** A rubbish bag will be issued to you on arrival, when full please tie up the bag and place it in the trailer located next to disabled shower block. The bags will be collected by a member of our team and you may obtain more bags from the office (rubbish bags are collected during the day, please do not leave any bags outside after 5.30 pm).

**NOISE DISTURBANCE / UNRULY BEHAVIOUR:** Please consider your fellow campers. No loud music or unnecessary noise while on site or returning to your pitch at night. Loud, disruptive, drunken, or offensive behaviour will not be tolerated under any circumstances at Priory Hill Holiday Parks.

**THINGS NOT TO DO:**

- Commit any criminal offence
- Commit any act of vandalism or nuisance
- Keep or carry any firearm or any other weapon at the park
- Use or supply any unlawful drugs
- Carry on any trade or business at the park
- Permit anyone who is to your knowledge on the Sex Offender Register compiled under the Sex Offenders Act 1997 to use or visit the park.

**E- SCOOTERS AND HOVER BOARDS** are prohibited by law.

**PLAY AREA:** No ball games or other boisterous games to be played on the park. You may do so at the coastal park which can be easily accessed via second field.

**MOTORHOME USERS:** Please note that although we welcome all motorhomes onsite, unfortunately we haven't got drive on waste disposal facilities. If your motorhome is fitted with a removable waste capsule you will find a disposal area on site, otherwise you will need to find appropriate emptying facilities once you have left our parks.

**CLUB HOUSE AND MEMBERSHIP:** Touring park customers get a complimentary entry to all our facilities. Children are very welcome but must be always accompanied by an adult. Underage drinking is not tolerated, proof of ID will be required. Please note that during low season some facilities may be closed.

**ENTERTAINMENT:** We seek to provide excellent entertainment to our visitors. If you wish to know more about upcoming events and shows, please ask a member of staff, or visit our website at [www.prioryhill.co.uk](http://www.prioryhill.co.uk).

**SWIMMING POOL:** Children under 14 years of age must be accompanied by an adult. Please do not leave your children unattended.

**WI-FI:** Our club house offers free wi-fi service. Touring park Wi-Fi is available via V-Fast internet provider (charges apply).

**LAUNDRY FACILITIES:** There is a launderette on site which customers are welcome to use. Laundry lines are not permitted.

**DATA PROTECTION:** All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.

**We reserve the right to remove you and cancel your booking without refund if these rules are broken.**

IF YOU HAVE ANY QUERIES PLEASE DO NOT HESITATE TO CONTACT US

Tel:01795 510267 Email: [touringpark@prioryhill.co.uk](mailto:touringpark@prioryhill.co.uk)