



GLAMPING

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.

SECURITY DEPOSIT: What is a Security Deposit: A security deposit is a temporary payment taken to cover any potential damage, excessive cleaning, or missing items during your stay. At Priory Hill, we take a **£100 security deposit, which is payable on arrival**. This will be returned in full at the end of your stay, provided the accommodation is left in good condition

Please note we are unable to accept Apple Pay or contactless payments for this deposit — the physical card must be presented.

CHANGING OR CANCELLING YOUR BOOKING: If for some reason you would like to cancel or make changes to your booking, 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 2 pm 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). Tents must be vacated by 10 am on the day of departure. Please leave your tent clean and tidy.

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.

SMOKING is strictly prohibited inside all glamping tenets and any building on site, including communal areas and facilities.

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.

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. Please do not allow children to use these facilities unaccompanied. Please note if the key is lost or damaged a £10 (per key) will be deducted from your security deposit.

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.

DOGS AND OTHER PETS: Although Priory Hill is a pet-friendly site, our glamping accommodation is strictly pet-free—this includes dogs and other animals.

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.

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.

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.

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

