

# Street Head Caravan Park

## Booking Terms and Conditions

All details given must be accurate when making a booking. Please inform us as soon as possible, if any information is incorrect or changes are required.

### Deposits

A non-refundable deposit of £20.00 is requested to secure your booking.

### Balance Payments

Should there be any balance to pay, please settle 10 or more days before arrival.

### Cancellation Policy

While we sincerely hope your holiday with us will go ahead as planned, we recommend you take out holiday insurance for your stay. Our policy applies for all reasons including poor weather and Covid related cancellations.

If **we** are unable to honour your booking for any reason, the option of a holiday transfer or full refund will be offered to you. Refunds will be processed as quickly as possible, in the event of a lockdown these will be processed in arrival date order.

If **you** are unable to make your holiday as planned, please let us know **by email** as soon as possible. Our cancellation terms are: -

**10 or more days** before your arrival date - you may cancel your booking, any payment over your deposit will be returned to you OR you may transfer the full amount paid to another date free of charge - please see transfer terms below.

**5-9 days** before your arrival date - You may cancel your booking with the following charges, and the balance will be returned to you: -

- Single night stays or 2 night stays including a Saturday - No refund.
- Longer stays including a Saturday – Fee equivalent to 2 nights stay.
- Any Bank holiday weekend - Equivalent to 3 nights stay.
- OR transfer the full amount paid to another date free of charge - please see transfer terms below.

**1-4 days** notified via email prior to 9am on the day before arrival - You may transfer the full amount paid to another date for a £10.00 transfer fee.

**Last minute Cancellations** notified via email after 9am on the day before arrival – You may transfer the balance of your holiday less the deposit and £10.00 transfer fee.

**If you fail to arrive** by 7pm on your day of arrival and do not email us to let us know - No refund will be due and any remaining nights of your booking will be released for others to use.

- Refunds will be processed within 14 days of email notification to cancel your stay.
- We strongly advise taking holiday insurance.

### **Booking Transfer Terms: -**

Bookings being transferred must be taken within 6 calendar months of the original arrival date, excluding when we are closed. Should our season end or we need to close for any reason before your 6 months is up, any remaining days will continue from when we reopen.

If your holiday is transferred to the following season, the prices and terms current at the time of your stay will apply. Any additional fees must be settled when making the transferred booking.

Any changes you wish to make to your holiday will be charged at the prices current at the time of your stay.

Holidays being transferred are to be taken on consecutive nights and not split over multiple stays or pitches.

Transferred booking dates are subject to availability and exclude bank holiday weekends.

Additional transfers and amendments to your booking may be subject to a £10 admin fee.

### **Please Note**

We do not allow groups of young adults, stag or hen parties.

Commercial vehicles, vans, and gazebos by prior arrangement only. A small charge may be added. Please contact us directly to discuss any special requirements.

Due to the natural landscape of the area, some pitches may have a slight slope.

We run a quiet site; no loud music at any time, quiet time is between 10.30pm and 8am when we ask for no unavoidable noise.

Dogs are welcome; we allow a maximum of 2 dogs per pitch free of charge. We do not have a dog exercise area on site, therefore, dogs must be exercised off-site and any accidents picked up immediately.

### **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.