

Rodney Stoke Caravan and Camping Park

Site Terms & Conditions. By Booking via our website, you are accepting all terms and conditions.

1. Definitions

1.1 When the following words are used in these Terms and Conditions, this is what they will mean:

“Terms”: these terms and conditions.

“Campsite”, “We”, “Us”, “Our”: West Country Park Homes Ltd, Edithmead Leisure and Park Homes, Edithmead, nr Burnham-on-Sea, Somerset, TA9 4HE.

“Website”: www.westcountryparks.co.uk

“Booking”: a booking request submitted to Us via Our Website, email, phone, post or in person.

"Arrival Date": the date on which your booking commences and you are due to arrive at the site.

“Prices”: the cost of Our services as detailed on the Website.

2. Contract

2.1 These Terms and Our price list set out the entire agreement between you and West Country Park Homes Ltd for the supply of Our services to you. Only these Terms shall apply to Our contract with you.

2.2 Please check that the details in these Terms and your Booking are complete and accurate before you submit your Booking.

2.3 By submitting a Booking you are deemed to have accepted these Terms.

2.4 We reserve the right to change these Terms including terms related to any new policies on the main Rodney Stoke page at any time and any such changes will take effect immediately when posted on the Website, at the Campsite, or otherwise brought to your attention. You are bound to this by booking.

2.5 In addition to these Terms, you must comply with the Rules below.

2.6 If you do not adhere to our Terms and rules or fail to pay for your accommodation, you will be in breach of your contract and will be made to leave.

2.7 These terms and conditions may change at any time and any new conditions or amendments will apply to your booking.

3. Making a Booking

3.1 You can either book online, via email, via the telephone number displayed on Our Website, or in person.

3.2 Bookings are not transferable to another party.

3.3 When making a booking you agree that you or at least one member of your party is twenty-one (21) years or over, that you have the authority of all persons in your party to book

on their behalf, that you accept these Terms & Conditions and that you agree to be responsible for any loss or damage caused by any member of your party.

3.4 The Campsite is to be used for recreational camping and caravanning only.

3.5 If you are part of a group booking of 8 people or over, you must phone us before making a booking otherwise you may be refused entry on arrival.

3.6 You must be able to provide proof of booking on arrival, either a printed confirmation or a screen shot on a mobile device. Admission is only permitted after registering at reception.

4. Rules

You, together with all members of your party, are required to comply with the following rules:

4.1 We reserve the right to deny access or terminate the stay of those guests whose behaviour is deemed unsuitable. No refunds will be offered.

4.2 We are an adult only campsite. No visitors under the age of sixteen (16) years are allowed onsite.

4.3 Dogs are prohibited from the main facilities and amenities. Dogs are limited to a maximum of two per party and will incur an additional charge, they must be exercised away from the main camping areas. Dogs must be kept on a lead and supervised at all times.

4.4 There must be no loud or disrupting noise after 22:00 before 08:00.

4.5 Radio, music and TV players must be kept at a low volume. Car doors and boots must be closed quietly.

4.6 No fireworks, Chinese lanterns, guns or weapons.

4.7 No hen/stag parties or weddings.

4.8 Drunk, disorderly or abusive behaviour will not be tolerated. We reserve the right to ask you to leave should this occur. No refund will apply.

4.9 We cannot accept responsibility for your possessions or any personal injury of any kind sustained while on Our land, subject to Section 8 - Liability.

4.10 No pitches are reserved, pitches are allocated on a first come, first serve basis.

4.11 Barbeques are permitted but must be raised off the ground and attended by an adult at all times. Open fires are prohibited.

4.12 Any accidents on Our land must be reported to the Park Manager so We can log them in Our Accident Book.

4.13 Check in is between 12:00 (midday) and 6:00pm. You may be liable to a fee of £10 if you arrive before or after this time or you may be asked to leave and come back. You must vacate the campsite by 11:00 on your departure day promptly, unless a late check out has been granted by prior agreement, please ask the site management.

4.14 Late arrivals must notify the park as soon as possible. Your booking will be held for 24 hours. After this period, we reserve the right to re-let your pitch.

4.15 You must keep to the 5mph speed limit on our farm and site for your own and others safety.

4.16 You must take large items of rubbish away with you i.e., broken, tents, cardboard, chairs etc. Only general food waste and packaging is to be disposed of in our bins. You may be liable to a £40 charge if we end up having to dispose of bulky items.

4.17 We do not offer any sort of storage facility for caravans or tents. If you do leave your property on our site, we will make reasonable attempts to contact you and after 21 days it will be sold and we will take the value of storage costs from the sale.

4.18 We do not mind day visitors onsite; however, we must be notified of all visitors onsite. Visitors can be onsite between 14:00 and 21:00 only. There is a fee of £3 per day guest. Any guest vehicles must be left in the carpark.

4.19 Once unloaded, you must park your vehicle in the pub carpark. You may unload your vehicle next to your pitch.

4.20 Vehicles are not permitted through the campsite gate after 21.00 out of consideration for other campers staying with us.

5. Prices

5.1 The prices are based on a nightly rate unless otherwise stated. Prices include VAT at the current prevailing rate.

5.2 Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time.

5.3 Prices do not include any additional services, features and facilities unless expressly stated.

5.4 Promotions, deals or discounted offers are subject to availability and cannot be used in conjunction with any other offer or discount and may be withdrawn at any time.

Retrospective refunds are not permitted against any offer or promotion advertised after such time a booking is made.

5.5 The Site showers are coin operated. £00.60 for 10 mins.

6. Payment

6.1 Credit or debit card payments are preferred in advance of arrival and online. If the booking was not made online then we accept payment by credit or debit card or cash on arrival. Pre-payment is advised to reserve your booking, as we cannot guarantee availability to 'walk in' customers.

6.2 Non-payment renders your contract with us as invalid and you will be asked to leave the site.

7. Cancellation, refunds and amendments to your booking

7.1 If you want to amend your booking, you must notify us as soon as possible. Subject to availability and the conditions below, amendments to your booking can be made free of charge if you notify Us before the 14 days prior to your Arrival Date. If the amendment increases the price of your booking, the increased amount will be charged.

7.2 If you want to amend your booking within the 14 days prior to your Arrival Date, a £20 fee will be charged on top of any price increases as a result of the amendment.

7.3 You may cancel your booking at any time. We do not offer refunds for cancelled bookings, unless a minimum of 4 weeks notice is given with a valid reason (you will be

charged an admin fee to cover our costs). We offer an amendment policy only (7.1, 7.2 and 7.6).

7.4 The full balance of your booking must be paid in full before pitching.

7.5 A booking can only be amended once.

7.6 No booking amendments will be accepted by Us within the 2 days prior to your Arrival Date.

7.7 We do not accept poor weather as a reason for cancellation/rebooking, unless it is deemed as unsafe and risk to public safety i.e. flooding, hurricanes and other extreme weather conditions in which case you will be contacted and offered an alternative.

7.8 The site is not liable for any refund in the event of force majeure.

8. Liability

Please read this section as it is important that you understand what you are agreeing to.

8.1 Nothing in this section limits or attempts to limit our liability for death or personal injury caused by Our negligence or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude Our liability.

8.2 If we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a direct and foreseeable result of Our failure or Our negligence. We shall not be responsible for any losses that you suffer that are indirect or not foreseeable, including, but not limited to, loss of income or revenue, loss of business and loss of anticipated savings.

8.3 Where we are responsible for your loss. Our maximum liability shall be no more than to refund the amount paid by you for the holiday.

8.4 As Our Campsite is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by livestock, plants, trees, wildlife or weather. We advise you to have the relevant insurance.

8.5 Should any of the vehicles owned by your party get stuck and require assistance or towing, we shall not be held responsible for any damage caused to the vehicle(s). You should check that your insurance cover will allow secondary towing. There may be a charge for this service of £10.

8.6 We do not accept responsibility for anything that adversely affects your holiday that is outside of Our control. We advise you to have suitable travel insurance.

8.7 These Terms are governed by the laws of England and Wales.

9. GDPR

9.1 Your data is stored securely and is only used with regards to your booking. Your information will never be passed onto a 3rd party. If you receive an email from us and do not wish to be on our mailing list you can opt out at any time. Payment details are not stored or seen by us and are only used for the purpose of you creating a booking through Stripe.