



The Old Oaks Touring Park

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Park Information & Conditions of Booking

Please retain for your own information

All bookings are accepted subject to the following conditions:

- **Deposits & Payment** - a £25 per week or part week **non-refundable** deposit is required for both telephone and postal bookings for touring pitches. The balance of your booking is payable on arrival. When booking online payment in full is required. Cabin bookings are payment in full and no refunds may be given for cancellations.
- **Cancellations** - Deposits are **strictly** non-refundable, however if 28 days notice is given (touring pitches only), your deposit may be carried forward to a new booking within 12 months of the original booking - this may only be done once. Strictly no refunds will be given for any reasons for Carnival weekend and Christmas and New Year bookings, where payment in full is required in advance. Online bookings will be charged a £5 admin fee in the event of cancellation.
- **Booking Changes** - Please inform us in advance if you plan to change your booking in any way, eg extra car, extra person, extra tent, extra night, etc.
- **Adults Only Policy** - The Old Oaks is an adult only park catering for singles, couples and families (18+). Our adult only policy applies to day visitors also. Please note however, that our own children / grandchildren may be seen around the park from time to time as they live on site.
- **Group Bookings** - Group or block bookings are accepted solely at the discretion of the owners. This is to preserve our reputation for being a place of peace and relaxation. Whilst we may accept a block booking, we do not book shared pitches, ie. 2 units on one pitch or 2 couples sharing one tent or caravan.
- **Arrival & Departure Times** - Pitches are available from 1pm on day of arrival (2pm for Cabins) until 12 o'clock midday on day of departure (Cabins 11am). The pitch / Cabin must be vacated by this time and new arrivals must not be before 1pm (2pm) unless by prior arrangement. Latest checking in time is 6pm in low season, 8pm in mid and high season.
- **Late Departures** - Those wishing to make a late departure should enquire at reception (on the morning of departure) if this is possible. The charge for a late departure is 50% of the daily rate for your pitch. Pitches must be vacated by 6pm. Late departures are not available in high season.
- **Use of groundsheets** for tents - Due to the damage caused to the grass by groundsheets, we only accept the breathing type on grass pitches.
- **Awnings on hard standings** - On our hard standing pitches, the awning **must** be erected on the gravelled area, therefore any type of groundsheet may be used.
- **Dogs Welcome** - Well behaved dogs are very welcome on the Park, but must be kept on a lead at all times, unless using the exercise area provided. We welcome responsible dog owners who clear up after their dogs and special bins are provided for this. We do not accept dogs who are likely to cause a nuisance to other guests for example, dogs who bark excessively or are aggressive. Owners of such dogs will be asked to leave.
- **Noise levels** - as many of our guests choose The Old Oaks to enjoy the peace and tranquillity of the countryside, we ask that music, TVs and all noise be kept at a reasonable level at all times and to an absolute minimum between 11pm and 8am. **Drum playing** is not acceptable at any time.
- **Barbeques** are permitted, using charcoal or gas, provided they do not cause annoyance to other campers but must be kept well clear of the grass. We do not permit campfires or barbeques with wood.
- **Washing Lines** - in the interest of safety, please do not tie washing lines between trees.
- **Arrivals & Day Visitors** - All new arrivals and visitors must call at reception before entering the Park. Day visitors (18+ Max 4 per unit) must park in the designated area opposite reception and will be charged a small fee (donated to charity) according to length of stay. It is not acceptable for visitors to arrive when the reception is closed or to stay later than 10.30pm.
- **Gates Locked** - The Park is closed to all vehicles between 11.15pm - 7.30am.
- **We reserve the right to refuse admittance or to terminate the visit of any person or persons whose conduct is detrimental to The Old Oaks Touring Park or to other visitors. The owners will not accept liability in respect of any person or the property of any person using the park however caused or sustained.**