



The Old Oaks Touring Park

Wick, Glastonbury, Somerset, BA6 8JS 01458 831437



Park Information & Conditions of Booking

All bookings are accepted subject to the following conditions:

- **Payment** - A £30 per week or part week, **non-refundable** deposit is required for both telephone and postal bookings for touring pitches. Cabin bookings, online bookings and bookings made within 28 days of arrival date are full payment in advance.
- **Cancellations (Touring Pitches Only)** - Deposits are **strictly** non-refundable whatever the circumstance. If **more** than 28 days notice is given, you may choose of 1 of 2 options: a) receive a refund of all monies paid, less £45 (£30 deposit + £15 cancellation fee) or b) your deposit or full balance may be carried forward to a new booking within 12 months of the original booking. This may only be done once. Where **less** than 28 days notice is given, **no** refunds will be given. Absolutely no refunds or transfers will be allowed for cancelled Carnival bookings, where payment in full is required in advance. We **strongly** recommend guests take out holiday insurance to cover against loss in unforeseen circumstances.
- **Cancellations (Camping Cabins)** - No refunds will be given for any reasons. We **strongly** recommend guests take out holiday insurance.
- **Pitch Requests** - We can **never** 100% guarantee particular pitches. We will of course make every effort to accommodate individual requests whenever possible.
- **Extra Adults** - Strictly maximum of 2 people per unit and one unit per pitch. The **only** exception is where a unit is shared by parents or children of paying guests (18+) and then the maximum of 4 adults per unit is permitted. Units may not be shared by friends, siblings or other relatives. This is to preserve the peace and quiet our guests expect and enjoy.
- **Early Departures** - If you decide to leave the park before your booked departure date for whatever reason, no refunds will be given for the remaining days of your booking.
- **Booking Changes** - Please inform us in advance if you plan to change the booking in any way, e.g. extra car, person, or tent.
- **Adults Only** - The Old Oaks is an adult only park catering for singles, couples and families (18+). This also applies to visitors of guests. However, the children / grandchildren of the owners may be seen around the park from time to time as they live on site.
- **Group Bookings** - To preserve the peace and quiet that our guests expect and enjoy, group or block bookings are accepted solely at the discretion of the owners. Whilst we may accept a block booking we do not book shared pitches (ie 2 units on one pitch or 2 couples sharing one unit).
- **Arrival & Departure Times** - Touring pitches are reserved from 1pm (Cabins 2pm) on day of arrival until 12 midday (Cabins 11am) on day of departure. The pitch / Cabin must be vacated by this time and new arrivals must not be before 1pm (2pm) unless by prior arrangement. Latest check in time is 6pm Feb to April and Oct to Nov. 8pm from 1st April to 30th Sept.
- **Late Departures** - Guests wishing to make a late departure should enquire 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.
- **Arrivals & Day Visitors** - All new arrivals and visitors must call at reception **before** entering the Park. Day visitors (18+ and max of 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 reception is closed or to stay later than 10.30pm.
- **Awnings and tents on hard standings** - On our hard standing pitches, the awning (or tent) **must** be erected only on the gravelled area.
- **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. It is not acceptable for dogs to be left on the pitch when guests leave the park. We welcome responsible dog owners who clear up after their dogs and special bins are provided for this. We cannot accept dogs who are likely to cause a nuisance to other guests for example, dogs who bark excessively or are aggressive, or owners who do not clear up after their dogs. Maximum of 4 dogs per pitch.
- **Electrical heaters** - These are strictly prohibited in awnings.
- **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.
- **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.
- **Gates Locked** - The park is closed to all vehicles between 11.15pm - 7.30am. This is for security reasons and also to keep noise levels down early and late.
- **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 guests. The owners will not accept liability in respect of any person or the property of any person using the park however caused or sustained.**