

Old Oaks 2020 Glamping Terms & Conditions

For Touring T&C's please see separate conditions

THE BORING STUFF - PLEASE READ

All bookings are accepted subject to the following conditions:

- Adults only - Old Oaks is an adult only park catering for singles, couples and families (18+). This also applies to visitors of guests.
- Noise levels - Our guests choose Old Oaks to enjoy the peace and tranquillity of the countryside and so we ask that music, TVs and all noise be kept at a reasonable level at all times and to an absolute minimum between 10.30pm and 8am. If you love to party, Old Oaks is not the place for you!
- 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 accommodation, ie more than 2 people per unit. We are a peaceful park.
- Payment - Bookings for cabins are subject to a £65 non-refundable deposit and Shepherd Hut / Cedar Lodges £100, with the balance due at least 4 weeks before arrival. Email reminders will be sent. The park reserves the right to relet accommodation which has not been paid for, in full, 4 weeks prior to arrival. Bookings for bank holidays (3 nights) and carnival weekends (2 nights) are payment in full at time of booking and all monies paid are non-refundable (unless covered by our cancellation plan*) and non-transferable.
- Cancellations - Deposits are strictly non-refundable and non-transferable, (unless covered by our cancellation plan*), whatever the circumstance. If cancellation is made less than 28 days prior to the start of your stay, no refunds can be given, (unless covered by Old Oaks cancellation plan*). Customers making cancellations with more than 28 days notice have the option to transfer their deposit or other monies paid, to another date within 6 months of the original booking. This may only be done once. Bookings with the cancellation plan added may choose to receive a full or 50% refund (see bottom of page). All cancellations must be made in writing either by email or post.

Coronavirus COVID-19 – as of 15th March 2020, Old Oaks is open for business as usual and we would like to reassure guests that there are a number of additional measures to protect the health and safety of guests and employees. Therefore, our usual cancellation policy applies. If the situation changes and we are no longer able to offer you the holiday you have booked, we will inform you and updates will be published [here](#). If you are displaying coronavirus symptoms or are in a high risk group, we are able to offer to transfer your booking to one of the following times – later in March, Oct and Nov 2020 or March 2021. We cannot offer refunds as we envisage widespread disruption and impact on our industry and therefore, need to take actions which will enable us to remain sustainable and protect our employees.

- Security/cleaning deposit – All guests will be requested to provide a credit/debit card on arrival which will be swiped to the value of £100 (no money taken but held for 10 days) as security against breakages/ damage to the accommodation or excessive cleaning costs. Guests are politely requested to leave the accommodation as they find it on arrival.
- No smoking - our accommodation is strictly non smoking. A £25 payment will be deducted from your stored credit card if smoking is detected.
- Pets - a max of 2 well-behaved dogs are welcome in all glamping accommodation, however the Shepherd Huts and cabins are not really suitable for 2 large dogs. An extra charge per dog per night will apply.
- Cooking (cabins) - for safety reasons, the use of camping stoves or similar is not permitted inside the cabins. Please use the decking area outside. Stoves must be situated at least 3 feet away from the canopy and cabin. There are 2 microwaves available on site (free of charge) for your convenience. We also have stoves for hire if required.
- Requests - If you wish to choose a particular accommodation, you may use our 'Pick a Pitch' option. There is an additional charge for this. Available for cabins and lodges, not Shepherd Huts.
- Early Departures - If you choose to leave the park before your booked departure date for whatever reason, no refunds will be given for the remaining days of your booking.
- Arrival & departure times - All accommodation is available from 3pm on day of arrival until 11am on day of departure. Latest check in time is 7pm March to Easter and mid Oct to Nov. 8pm from Easter to mid Oct.
- Arrivals and day visitors - All new arrivals and visitors to call at reception before entering the park. Day visitors (18+ and max of 4 per unit) must park in the designated area opposite reception. Day visitors may not arrive when reception is closed or stay later than 10.30pm.
- 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. Please do not leave your pet unattended at any time if they are likely to become distressed, bark or cause a disturbance. We welcome responsible dog owners who clear up after their dogs and 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.
- Barbeques - are permitted, using charcoal or gas, provided they do not cause annoyance to other guests but must be kept well clear of the grass. We do not permit campfires or barbeques with wood.
- Fire pits - are provided with all glamping accommodation. Only smokeless fuel is permitted. Available from our shop.
- Vehicle access - For security reasons and to keep noise levels at a minimum late at night, there is no vehicle access into the park after 11.30pm. Pedestrian access only is available after this time.
- We reserve the right to refuse admittance or to terminate the visit of any person or persons whose conduct is detrimental to Old Oaks or to other guests.
- We reserve the right to make changes to these conditions at any time if the need arises.

Cancellation plan for peace of mind

The benefits:

If cancellation of your holiday is up to 7 days before the commencement of your holiday a full refund of monies paid directly to Old Oaks (and not through any agent) less the cancellation plan charge, will be made. If cancellation of your holiday is within 7 days of the commencement of your holiday, then a 50% refund, less the cancellation plan charge, will be made, in accordance with the conditions laid out below.

Please note that as of 10th March 2020, this does not cover a pandemic or epidemic. We recommend you take out your own holiday insurance as no refunds will be issued for any reason other than those covered by the cancellation plan.

Cover

- The death, bodily injury, illness or admission to hospital as an in-patient to you or any other member of your party or immediate family where the cancellation is certified as medically necessary by a medical practitioner. (Excluding pets)
- Redundancy qualifying for payment under any applicable statute of any person in your party.
- You or a person in your party being required for compulsory jury or witness service in a Court of Law in proceedings to be undertaken in the time between their leaving home to start the holiday and returning home after the holiday.

Definitions

- Immediate family – means the partner, or the child, grandchild, brother, sister, parent or grandparent of you or a person in your party.
- Qualified Medical Practitioner – a doctor or specialist who is registered or licensed to practise medicine under the laws of the country in which they practise.

Cancellation procedure

- If you need to cancel for a qualifying reason please contact us immediately by phone and then by email or letter. We will acknowledge the cancellation and ask for the relevant documentary evidence to be sent.
- We will deal with the claim and make payment within 30 days of receiving the required documentary evidence, subject to the claim qualifying under the terms of the cancellation plan.

Charges (taken at time of booking)

£2.25 per night - Touring

£6.00 per night - Cabins

£10.00 per night - Shepherd Huts and Cedar Lodges