

Old Oaks 2020 Touring Terms & Conditions

For Glamping 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 pitches (ie 2 units on one pitch).
- Payment - A £60 per week or part week, non-refundable and non-transferable deposit is required for all touring pitch bookings, with the balance due at least 4 weeks before arrival. A reminder will be sent approx 30 days prior to arrival. The park reserves the right to relet pitches and cabins which have not been paid for, in full, 4 weeks prior to arrival. Bookings for seasonal deals, 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.

- Pitch requests - We offer a Pick a Pitch option (£2 per night touring) which will guarantee your choice of pitch, subject to availability. Please give 3 options. Minimum 5 nights.
- Extra adults - To preserve the peace and quiet that our guests expect and enjoy at our park, we prefer 2 adults per pitch. We do allow up to 2 extra adults (not in glamping accommodation), so long as our tranquil ethos is observed.
- 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 and departure times - Touring pitches are reserved from 1pm on day of arrival until 12 midday on day of departure. The pitch must be vacated by this time and new arrivals must not be before 1pm unless by prior arrangement, to avoid congestion in our country lanes. Latest check in time is 7pm March to Easter and mid Oct to Nov. 8pm from Easter to mid Oct.
- 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 during our busy periods.
- 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.
- Awnings and tents on hard standings - All awnings and tents must be erected only on the gravelled area.
- Types of units - no commercial vehicles may be used as accommodation. Tents, caravans, motorhomes (up to 30ft), campers, trailer tents must be in a tidy condition.
- 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. Maximum of 3 well behaved dogs per touring pitch.
- Camping flags/wind socks/LED poles, etc - Old Oaks is blessed with gorgeous views and prolific bird life, and whilst we don't want to be the 'flag police', our preference is for guests not to erect large flags, light up poles, etc, which may distract from the scenery and possibly discourage the birds.
- 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. We do allow firepits using smokeless fuel only.
- 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, and vehicles must be left in our car park.

- 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