

# Old Oaks 2020 Glamping Terms & Conditions

## Updated due to Coronavirus

For Touring T&C's please see separate conditions

This top section applies to bookings which have been made either prior to, or during, the current Covid19 crisis. It has been necessary to make changes to our usual terms, due to the unprecedented disruption and significant impacts on the tourism industry and our park. The virus is outside of everyone's control and we are working hard to ensure all of our valued customers are treated fairly and justly, whilst at the same time, ensuring that our business will remain sustainable into the future.

**The situation is changing daily and we are unable to predict what will happen next. If we are no longer able to offer you the holiday you have booked due a local or national lockdown in our area, updates will be published [here](#) and [here](#). We would be offering to transfer your booking to another date in 2020 or 2021 at no cost to you. If the new dates are not possible due to changes in the situation, we will move your booking again, subject to availability.**

**All the while that we are open, please note that there will be changes and new procedures in place, in order to protect guests, staff and the local community. Some services or facilities may be reduced or withdrawn altogether, dependent on government guidelines and risk assessments. There will be no reductions or refunds available if this is the case. Please see here for [what to expect](#). New procedures and measures will supersede all of our usual terms and conditions, until the virus is no longer amongst us.**

**Whilst we will be doing everything possible to keep guests safe, it is important to note that we will be expecting ALL guests to take all necessary measures to observe social distancing and to protect themselves and others at all times. The current government regulations and advice will apply whilst at Old Oaks. Any guests who deliberately flout the rules, will be asked to leave.**

### **What happens if I book a holiday but then there's a local lockdown in my area?**

**Please consider carefully that restrictions may be relaxed or increased at any time. Therefore, if you choose to book anyway, this is done at your own risk and refunds will NOT be available, should local restrictions in your area not allow you to travel. We will, of course, try to move your booking to another time, if possible, so long as enough notice is given for us to rebook your pitch. We can only do this once. After this, any deposit will be lost.**

**We appreciate that things are still very uncertain at the moment and there is always a risk that holiday restrictions may be extended or reintroduced. We are doing everything we can to be flexible in these challenging times, but would like customers to understand that our industry has made huge losses and is under considerable pressure. If enough notice is given for us to rebook your dates, we will endeavour to change your dates or make alterations to holidays that are being affected by the lockdown and travel restrictions. That means that if your local area is locked down and you are not permitted to travel, we will try to move your booking to another time or give a credit or part credit, so long as we are able to rebook your dates to someone else. For example, if we can rebook 5 nights of a 7 night booking, we can hold credit for your for the value of the 5 nights, to be used at another time in 2020 or 2021.**

**Deposits will remain at the same level as usual, however, we will not be requesting balances until closer to the time, to ensure that we are definitely open. This will probably be around 15 days before arrival, rather than the usual 28 days. A series of emails will be sent to inform you of the new procedures in place. Please ensure that your balance is paid in advance of arrival.**

**Please, under no circumstances, should you visit us if you have any of the symptoms of Coronavirus. If you develop symptoms whilst you are at the park, please go home immediately, without making contact with other guests or staff, and do not use any shared facilities. Once you have left the park, please call us to inform us, so that we can carry out any necessary procedures.**

**If you or a member of your party become ill whilst on holiday at Old Oaks, you must go home immediately. Please do not use any shared facilities or interact with others. Please contact the park as soon as you can, so that we can take any necessary steps at the park. You will be able to claim a credit for the unused holiday, for a later date.**

- 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.
- 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