

# Old Oaks 2021 Glamping Terms & Conditions

## Updated due to Coronavirus (last update 10<sup>th</sup> Jan 2021)

For Touring T&C's please see separate conditions

The section below in bold, 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 frequently 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](#). We would be offering to transfer your booking to another date in 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.**

**COVID COVER** ~ From 10<sup>th</sup> Jan 2021, it is possible to add [Covid Cover](#) to your booking – this will entitle you to request a refund for any Covid reason that means you are unable to visit (restrictions, symptoms, illness). If you choose not to take this cover, you will still be able to move your booking to another date in 2021, but may not request a refund. This may only be done once, due to the ongoing disruption to our business. We strongly advise either taking advantage of our Covid Cover or ensuring you have your own enhanced insurance in place.

All the while that Covid is prevalent and we are open, please note that there will be changes and 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 Some services or facilities may be reduced or withdrawn altogether, dependent on government guidelines and risk assessments.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 local restrictions don't allow me to travel?

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 (unless you have taken our Covid Cover, which must be paid upfront with your deposit).

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, so that check in can be contactless.

### Our usual terms are as follows, however, they may be superseded by our Covid procedures:

- 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 (not Covid related) - 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

### Covid Cover (introduced 10<sup>th</sup> Jan 2021)

This cover entitles you to request a full refund (minus the initial charge) for bookings made directly with Old Oaks (and not through any third party agent) cancelled due to any Covid related reason. The additional charge will be payable at the time of booking, along with the usual deposit. The charge must be added **at least one month** before your arrival date. Refunds for bookings without Covid Cover cannot be refunded, but may be moved to a due date only once. We strongly advise taking advantage of our Covid Cover option or that you ensure that you have your own independent, enhanced insurance.

Charges (taken at the time of booking)

£25 per week or part week – Touring

£39 per week or part week - Glamping