



Old Oaks 2022 Touring Terms & Conditions

For Glamping T&C's please see separate conditions

Our usual terms are as follows, however, they may be superseded at any time by our Covid procedures or policies:

- **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** - Small group bookings are accepted solely at the discretion of the owners.
- **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 accommodation that has not been paid for, in full, 4 weeks prior to arrival.
- **Cancellations (not Covid Related)** - Deposits are strictly non-refundable (unless covered by our [cancellation plan*](#)), whatever the circumstance. If cancellation is made with more than 28 days prior to the start of your stay, no refunds will be given, (unless covered by Old Oaks cancellation plan*), however, we may be able to allow a transfer of dates within the same year, subject to availability. This may only be done once. No date transfers are possible for bookings cancelled with less than 28 days notice. Bookings with the cancellation plan added may choose to receive a full or 50% refund (see bottom of page) or transfer dates. All cancellations must be made in writing either by email or post.
- **Cancellations (Covid reasons)** - please see Covid Cover section below.
- **Pitch requests** - We offer a Pick a Pitch option (£2.25 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 1.30pm on day of arrival until 11.30 on day of departure. The pitch must be vacated by this time and new arrivals must not be before 1.30pm unless by prior arrangement, to avoid congestion in our country lanes. Latest check in time is 7pm.
- **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.
- **Electric Vehicle Charging** - this is strictly forbidden on your pitch.
- **Dogs welcome** - Well behaved dogs are 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.
- **Campfires** - are not permitted. We do allow fire pits 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 or that of their dog/s 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.

Covid Cover

This cover entitles you to request a full refund (minus the initial cover charge) for bookings made directly with Old Oaks (and not through any third party agent) cancelled due to the following Covid related reasons: lockdown, travel restrictions, symptoms of, or infection from covid of one or more of your booked party, or proof of NHS notification, requesting isolation.

The additional charge is payable at the time of booking, along with the usual deposit. The charge cannot be added later. Refunds for covid related reasons on bookings without [Covid Cover](#) are not possible, however it may be possible to move the booking to another date within the same year (subject to availability), so long as enough notice is given to rebook the pitch. 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

Cancellation plan for peace of mind (does NOT cover Covid19)

The benefits:

If cancellation of your holiday, for one of the valid reasons below, 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.

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

£7.00 per night - Cabins

£11.00 per night - Shepherd Huts and Cedar Lodges