

# **Moorcroft Holidays Terms & Conditions**

## **Booking Requirements**

- All bookings are subject to agreement with our terms and conditions.
- Specific pitch requests may not always be possible; however, we will always do our best to accommodate specific requirements.
- Awnings used as sleeping accommodation will be charged at camping rate.
- Group bookings by arrangement only.

## **Arrival and Departure**

- On arrival, please follow onsite instructions regarding the placement of vehicles, awnings and camping units on your pitch.
- Guests are welcome to arrive and pitch from 1pm. Any arrival prior to 1pm must be by arrangement.
- Hostel and glamping pod guests are welcome to arrive from 3pm. Any arrival prior to 3pm must be by arrangement.
- Where a booking is not taken up by 7pm on the day of arrival, the entire booking will be considered cancelled unless a later arrival time has been agreed with the Proprietor.
- The Pitch booked is only for the number of persons specified at time of booking.
- Guests are kindly asked to vacate their pitch by 11:00am on morning of departure. Late departure must be agreed with the proprietor beforehand.
- In the event of early departure, no refund of pitch fees will be given.
- We operate a quiet time which is between 11:00pm until 07:00am.
- Inappropriate behaviour will not be tolerated, and management reserve the right to request guests leave under these circumstances.

## **Payments and Deposits**

- Payment in full is required at the time of booking.
- (See Cancellation and refunds policy below)

## **Cancellations and Refunds**

- If you are unable to stay with us for any reason after having booked, please cancel your booking at the earliest opportunity by contacting Moorcroft Holidays.
- Provided you are able to advise us of a cancellation 14 days or more prior to your arrival date, your payment can be transferred to a future booking free of charge or a refund given minus £10 administration fee. Please note that no refunds can be given within 14 days of arrival.
- We regret the weather conditions are beyond our control and cannot refund any monies if you cancel your booking or reduce your stay due to the weather or ferry cancellations. We

recommend you have holiday insurance to protect yourself if you have to cancel your holiday.

## **Facilities**

- Washroom facilities, Camper's Kitchen & Laundry/Drying room are open 24/7.
- Washroom facilities will be closed daily from 11:00am – 1:00pm for cleaning.
- A drying line is available for you and boundary fences should not be used.
- Customers own line dryers must be positioned on their hard standing.
- Please leave all facilities clean after use.
- Wastewater disposal is for biodegradable additives only.

## **Parents and Carers of Children**

- The safety and conduct of your children is your responsibility.
- Children should be supervised by a responsible adult at all times, including whilst using onsite play equipment.
- Moorcroft Holidays can not take responsibility for injuries sustained while using the play equipment on site.

## **Dogs**

- Dogs are welcome on site but must be kept under control and on a lead at all times. It is the dog owner's responsibility to 'clean up' after their dog and to use the disposal bins provided.
- Dogs are not permitted to enter any of the communal site facilities.

## **Wi-Fi**

- Complimentary Wi-Fi is available.
- Wi-Fi is for light usage only and not for Streaming or gaming.

## **Regulations**

- Bins are for household waste and recycling only.
- Fire pits are not allowed on the site without permission from proprietors.
- BBQs are allowed but must be kept off the grass and lit in an appropriate container.
- The speed limit on the park is strictly 5mph.

## **Liability**

- All property is left at the owner's risk. Moorcroft Holidays will not be responsible for damage to, or theft from motorhomes, caravans, tents or vehicles left on site.