

# Extra Information

## Booking Terms & Conditions ~ PLEASE READ

Buckle Grove is a small, rural, family run Holiday Park catering for touring caravans, trailer tents, tents, motor caravans and static holiday homes. We welcome families and couples and do not accept bookings from all male or all female parties of four or more persons. We only accept group bookings from recognised rally organisations. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

Prices quoted within this brochure are in UK pounds sterling.

Deposits: £50 for each booking - this confirms your reservation.

Balance Payments: Camping & Touring Pitches - on arrival.

Self catering Holiday Homes 4 weeks prior to arrival

The easiest way to check availability and make a booking is via our website;

[www.bucklegrove.co.uk](http://www.bucklegrove.co.uk) Simple, secure and convenient 24/7

Alternatively you can call us on **01749 870 261** and speak to a real person. You

can also provisionally reserve a pitch over the phone and send a cheque or

postal order. Credit cards incur a £2 fee - no charge for by debit card.

The person who makes the booking is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers stated.

**Access statement and policy:** We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the park. This includes a copy of our Terms and Conditions and a Booking Form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware.

**Booking conditions:** We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you. We also reserve the right to refuse any booking.

**This contract** is with Buckle Grove Ltd. A contract exists as soon as we have issued our confirmation invoice and you should please check this carefully to see that it reflects your wishes. Inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours. The terms contained in this contract do not affect your statutory rights.

**The Price of the Holiday:** Once you have made your booking and paid the deposit the price of the holiday will not be subject to any change unless the rate of VAT changes or you have asked us to amend your holiday.

The balance of the price of your holiday must be paid at least 28 days before the start date for static holiday home bookings (no reminder will be sent to you) or on arrival for touring/tent pitch bookings. If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit.

**Cancellation of the Holiday by you:** We do not sell insurance but suggest you have sufficient cover. You may cancel your holiday at any time. For touring/tent pitches you will forfeit your deposit. Cancellation will be effective on the date it is received by us. Cancellation charges for static holiday home bookings are payable as follows: More than 50 days = Deposit only. 49 to 15 days = 50%. 14 to 2 days = 70%. Within 48 hours = full cost of holiday.

**Change or cancellation of the Holiday by us:** If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

**Holiday Behaviour Standards and Termination:** By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party, to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.

- To supervise children properly so that they are not a nuisance or danger to themselves or others.

- You further agree that you will not:

- commit any criminal offence at the Park or undertake any criminal activity

- commit any acts of vandalism or nuisance

- keep or carry any firearm or any other weapon at the Park

- use any unlawful drugs

- create any undue noise or disturbance

- carry on any trade or business while on the Park.

Quiet hours are from Midnight until 7.00am. Please respect your fellow guests and keep noise to an absolute minimum.

**Health and Safety:** We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the park is 5mph.

- All vehicles must conform to the Road Traffic Act and have current tax, MOT & insurance. Provisions of the Highway Code apply to all roads on the park.

- Guests are not allowed to bring lorries or other commercial vehicles on to the park without prior approval.

- No motorised recreational vehicles can be used on the park. This includes motorised scooters and liquid fuel remote controlled vehicles.

- Bicycle use is permitted during daylight hours – helmets should be worn.

- No mechanical, repair work or car washing is to be undertaken on the park.

- Only 1 vehicle can be parked next to the pitch. All other vehicles must be parked in the main parking area.

- The rules for the swimming pool are displayed at the entrance to the pool.

Children under 16 (regardless of ability) must be supervised by an adult and anyone failing to adhere to the rules will be excluded from the area for the remainder of their stay. **IMPORTANT; the pool is not life guarded attended**

- Please make yourself aware of the nearest fire point.

Our full Health and Safety Policy is available for inspection in Reception.

**Dogs and other pets:** Well behaved pets & responsible owners are very welcome; we have a simple set of rules which you will be given upon checking-in along with poop scoop bags. There is a downloadable PDF available on our website. We do not have a separate dog exercise area, though there is easy access to many lanes and footpaths directly from the park onto the Mendip Hills. We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests. Dogs are not permitted into any facility buildings or 'Strawberry Field' which has the bar, swimming pool and play area, with the exception of assistance dogs.

### General

- The number of persons occupying your own or our accommodation must not exceed the stated berths. Max 6 persons per tent pitch.

- Only food & beverages purchased from the bar may be consumed in the bar and on the sun terrace during the bar opening hours.

- Children are very welcome in our family bar when accompanied by an adult.

- Open fires and ground level barbecues are not permitted.

- The use of generators is not permitted.

- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes climbing trees.

- Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.

- No refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

- The prices listed include VAT at the current rate of 20%.

- Data Protection Act 1984 We will never share your personal information with anyone else. If you do not wish to receive any communication from us about offers or events please tell us when you book, at reception when on the park or email us at [info@bucklegrove.co.uk](mailto:info@bucklegrove.co.uk) with REMOVE in the subject line.

- Pitches: ensure you book the correct size. Extra cars, pup tents and gazebos, must be stipulated at the time of booking. Should you subsequently alter your requirements or misinform us of the size of your unit and require a larger pitch we will endeavour to provide an appropriately sized pitch (which may incur a higher pitch fee) but this cannot be guaranteed. Electric pitches have a maximum 10amp supply. As we are on the side of a hill, none of our pitches are totally flat so motorhomes may require levelling chocks/blocks.

- Check-in is between 2-5pm. You are requested not to arrive between 1-2pm.

Latest arrival time is 9pm in the summer and 6pm at all other times.

- Please advise us if you are likely to arrive later than 6.00pm. If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch/holiday home.

- Check out time for Holiday Homes is by 10am. Touring pitches 12 noon.

- Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

- Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.

- You are responsible for any loss or damage to the holiday home/pitch and its equipment. You are required to leave the holiday home/pitch in the same condition that you first occupied it; clean & tidy.

- Day guests must register at reception on arrival and will be required to pay a visitors fee. Day guests will be allocated a parking space, are not permitted to bring pets onto the park and should leave by 11.30pm

**Complaints:** We are committed to providing a good quality service. If you have a complaint about anything during your holiday please raise it with reception immediately and give us the chance to resolve the matter. If you wish to pursue it following your departure please write to us within 28 days of your departure. Thank you.

**Health & Safety Policy and Access Statement available on request.**

**A Available in large print**