

## Terms & Conditions

### Booking:

Trethem Mill is an Adults Only Park catering for persons aged 18 years and over. This also applies to any day visitors. Persons under the age of 18 are not permitted on the Park

To make a booking we require a non-refundable deposit of £50 *or* full payment of the Park Fee if less than this amount *or* full payment of the Park Fee if less than 28 days before your arrival. By paying the deposit you are entering into a contract with the Park and agree to our Terms and Conditions

Full payment of the Park Fee is due at least 28 days before your confirmed arrival date. A reminder will be sent if payment has not been received 28 days prior to your stay. We do not accept payments by cheque. Please check your booking details carefully and inform us immediately if anything is incorrect

If payment has not been received in full by the date the payment is due, the Park reserves the right to re-let the pitch

Once the Park Fee has been paid the payment is non-refundable and non-transferable. We will not be able to offer a refund for any booking amendments including any changes to additional extras. No refunds will be given for early departures. We strongly advise that you arrange your own holiday insurance

Changing your dates – any amendments to your confirmed booking dates made prior to paying the Park Fee will incur a £5 administration fee. Once the Park Fee has been paid if you shorten your dates we will not be able to offer a refund. If you extend your dates the balance difference will be due in full

Cancelling your booking – if we receive notice of cancellation 28 days or more before your confirmed arrival date it will incur the loss of the £50 deposit only. If cancellation is made less than 28 days before your confirmed arrival date no refunds will be given

Cancellations will only be accepted in writing either by e-mail or post and will be confirmed with you. We strongly advise that you arrange your own holiday insurance

Any alteration to your confirmed booking, either before or on arrival, may not be accepted. This includes extra persons, tents, cars or change in unit size

Unless we are notified that you will not be arriving on your confirmed arrival day your pitch will be made available for re-letting from 9am the following morning

We offer a flexible stay, welcoming arrivals on any day of the week and for any length of time. We will try to meet any requests regarding specific pitches or location but for us to be able to offer this flexibility this is not always possible

We do not accept group bookings or individual bookings that would constitute a group gathering on the Park. We accept up to 2 people on a pitch. Based on the Management's discretion we may allow an additional 1 or 2 people per pitch, as long as our tranquil ethos is maintained

Due to our narrow access lane new arrivals are accepted strictly between 1pm and 7pm. Please note we do not have a waiting area for early or late arrivals

Pitches must be vacated by 11am on day of departure. On arrival day pitches are normally ready from 1pm

We do not accept gazebos, day tents or shelters. Small utility tents and additional cars are only accepted on certain pitches, subject to your unit size, and must be stated at time of booking

On the all-weather and fully serviced pitches all of your unit must be pitched within the gravel base. Accurate dimensions of your complete unit must be stated at time of booking

### **On the Park:**

To maintain our peaceful atmosphere TV's, music and all noise must be kept at a low level at all times. "All quiet" on the Park is between 10.30pm and 8am

All visitors must call at the reception on arrival and be aged 18 years and over. Persons under the age of 18 are not permitted on the Park. Day visitors must leave the Park by 10.30pm

Barbeques and hot pans must be raised off the ground to avoid burning the grass. Open fires or the burning of wood is strictly prohibited

We have designated EV charging points available on the Park. Charging an electric or hybrid vehicle on your pitch is strictly prohibited

Illuminated light poles are not permitted

Generators are not permitted to be used on the Park

Where possible a breathable ground sheet should be used to preserve the grass. The use of a thicker groundsheet is recommended on our all-weather and fully serviced pitches

Dogs must be kept on a lead at all times on the Park and are only to be exercised in the designated dog walk area. Dog owners are responsible for clearing up any mess made anywhere on the Park. Dogs must not be left unattended on the Park at any time, and are not permitted in any of the Park buildings (except for assistance dogs)

The proprietors disclaim all responsibility for any accident, injury, damage or loss to any persons or property whilst they are using any of the facilities or equipment on the Park

We reserve the right to make changes to these Terms and Conditions at any time

**Trethem Mill reserves the right to refuse admittance or to terminate the stay of any person or persons in breach of the Terms and Conditions. No refunds will be given**