

Redgates Holiday Park online booking - Terms & Conditions

Please read these Terms and Conditions carefully

By using our website and Redgates Holiday Park Site online booking service you are agreeing to be bound by the Terms & Conditions set out below.

1. Conditions of booking

All bookings are at the discretion of the management.

By making a booking you are confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Terms & Conditions.

We provide a touring and camping facility for families therefore we neither accept bookings from under 18 years old or from adult single sex groups. Such groups even if booked in advance will not be allowed to stay on site. One vehicle only is permitted on site - parking space at allocated pitch. Additional vehicles may be parked at the entrance to the park. No commercial vehicles are allowed on site. Numbers occupying caravan must not exceed that recommended by Manufacturer.

Confirmation of your booking in the form of a VAT invoice will be via your email address. On receipt of same please satisfy yourself that the booking is in order as discrepancies cannot be corrected on arrival. If change is required please contact Redgates Holiday Park immediately either by email info@redgatesholidaypark.com or telephone 01655 331 344 quoting booking reference and we will endeavour to accommodate any amendments.

2. Payment

All advance bookings made via Redgates Holiday Park website must be paid in full with a Credit or Debit card – Delta, Maestro, Mastercard or Visa. A 2% charge will apply for all Credit Card transactions.

3. Booking Cancellation

When fourteen days notice in writing is given prior to arrival date, a cancellation fee of £10 inclusive of VAT is applicable, or alternatively the booking can be rearranged, subject to availability, but must be used within the current season. During your stay no refunds will apply for late arrivals or early departures. In exceptional circumstances evidence will be required before your entitlement to refund may be considered.

In the event of non-arrival, we reserve the right to re-let the pitch after 3:00 pm on the following day unless otherwise notified.

Cancellation by us: We reserve the right to cancel your booking. In such circumstances we will return the money you have paid. We do not pay compensation.

4. Minimum stay

Online booking is available for a minimum of 2 nights stay. One night stop over can be made by telephoning 01655 331344. During July and August - 5 nights minimum stay. At Bank Holidays and other Events the minimum stay period can vary.

5. Arrivals and Departures

You can arrive on site at 3:00 pm on the first day of the booking. If arriving after 5:00 pm, when it is outside office hours, please contact reception who will make alternative arrangements.

Pitches must be vacated not later than 3:00 pm on the day of departure.

6. Awnings

When using awning the groundsheet must be of the breathable variety and should be lifted at regular intervals to maintain the condition of the grass. Tents must not be erected on or in between any touring pitch.

7. Tents

Tents must be erected in the designated tent area only.

8. Siting

On arrival you will be informed of your pitch number and directed to its location. All vans must face the same direction. You are allocated space for one car and one caravan plus awning (if booked) or one Motor Home plus awning (if booked). Windbreakers if used must be erected only within the pitch area.

9. Dogs

Dogs must be kept on a short lead at all times and must not be left unattended. Dogs who continually bark will not be tolerated and you will be asked to leave the site. If your dog displays any aggressive behaviour towards other dogs or people you will be asked to muzzle the dog and leave the site. Dog fouling must be cleaned up immediately. Dogs are not allowed in the buildings or play park. Maximum of 2 dogs per booking.

The owner must take responsibility for the dog(s) at all times.

10. Child Supervision and Parental Responsibility

You are responsible for the supervision of all members of your party under the age of 18. You must supervise your children at all times, this is particularly important in the play areas.

You must ensure that children in your care are not unruly or badly behaved and do not interfere with the enjoyment of other guests. You will be asked to leave if children are consistently badly behaved.

11. Access and vehicles

In the interest of safety and disturbance to other guests no vehicle is driven on the Park after midnight.

12. Speed limit

Adhere to the 8 mph limit throughout the park. This is for the safety of children and all patrons on the park.

13. Barbecues

Barbecues may be used in compliance with Manufacturer's instruction. Do not leave barbecues unattended. Disposable barbecues must be allowed to cool fully and doused with water before disposal to prevent fire risk.

14. Insurance

We accept no responsibility for damage or theft of your property. Please ensure you have the relevant insurance.

15. Disturbance

Anyone creating a disturbance or whose conduct causes offence to others will be asked to leave the site immediately with no refunds given. Please show consideration for others - no parties or music to continue after 23:00 hrs.

16. Facilities

Facilities on site are for the benefit of all, use them with care and report any damage.

- Campfires or generators are not permitted
- Sleeping in cars is prohibited
- Ball games are not permitted in and around caravans and must be played in specific area
- Underage drinking will not be tolerated