

Terms, Conditions and Rules

BOOKING

Booking in advance is essential, particularly for weekends, bank holiday and during May, June, July and August. Bookings can be made on www.bookings@hallcroft-fishery.co.uk or by telephoning our Reception on 01777 719911.

AGE RESTRICTIONS

You must be aged 18 or over to book, unless with an adult family member who will be responsible for their conduct.

CANCELLATION / AMENDMENTS

A minimum of 14 days written notice (by letter or email) in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 14 days' notice is given, the booking may be transferred to another date within the season (subject to availability) or alternatively a refund may be given minus a £15 administration fee. No refunds will be given if less than 14 days notice is given. Customers are advised to have adequate insurance cover in the event of cancellation. Refunds cannot be made for any amendments made to the booking on arrival or during the stay.

NO SHOWS

Failure to arrive without a satisfactory explanation or written cancellation being received will receive no transfer or refund. We reserve the right to re-let the Pitch.

EXTENDED STAYS

Extensions can be arranged at Reception, subject to availability.

CAMPSITE SEASONS / MINIMUM NIGHTS

All Bank Holidays are High Season, including Christmas and new year, there is a minimum stay period of 3 Nights. There is no minimum stay for Low or Mid Season bookings.

CAMPSITE ARRIVALS / DEPARTURES

Pitches are available from 11:30am on the day of arrival. On arrival please check in at Reception where you will be asked to confirm your occupancy details. Reception is open 8am to 5pm daily and a warden is on site 24 hours a day. Pitches are to be vacated by 11am on the day of departure. If you wish to depart later than 11am then please contact the office to see if this can be arranged.

PITCH ALLOCATION

Customers will be informed of their pitch number on arrival at Reception. All numbers are displayed at the front of each pitch.

SERVICES

All Pitches come with a fresh water supply and the option of 10 amp electric hook up. Free Wi-Fi is available in designated areas.

AWNINGS

All pitches are suitable to accommodate awnings. Please specify whether you will be using an awning at the time of booking. No Ground sheets or mats are permitted in awnings. Please note that if use of an awning has been booked, no refunds can be made if not used.

at Reception.

PETS

Dogs must be kept on a lead at all times. And any foul must be put in the bins provided.

FIRES / BBQs

Camp fires are permitted as long as they are in a firepit and do not damage or burn the

grass. Campfires must not be left unattended at any time. Free standing BBQs are allowed but must be supervised and care must be taken at all times

FISHING

Check your fishing platform before use and report any damages or defects to a member of staff, and an alternative one will be provided.

Report any accidents/incidents to a member of staff.

Take extra care on slopes especially during wet or icy conditions. Ensure you are wearing appropriate clothing and footwear as conditions dictate.

No children under the age of 14 to fish on their own and therefore must be accompanied by an adult.

RULES

Noise nuisance, loud music and offensive language will not be tolerated at any time.

No music or loud noise after 11pm.

The speed limit on the park is strictly 5mph.

No parking on the roadways.

No children's motorbikes are permitted on the park.

The pitch must be kept clean and tidy, please deposit all rubbish in the bins provided.

Children should be supervised at all times.

No bottles or glassware to be taken from the bar/café.

The consumption of alcohol is not permitted on the bankside.

Do not under any circumstances enter the water. Ask a member of staff if you need to retrieve an item.

Do not leave litter or excess bait on the bankside.

No fish to be removed from the lakes or moved between lakes.

Any breakages/damage will have to be paid for by the customer, credit/debit card details will be kept for 24 hours after departure in case there are any unreported incidents discovered later.

Please note: These rules are for your own safety and to ensure that all customers enjoy their stay. Anybody causing a nuisance should be reported to the park reception and we will endeavour to resolve the issue. Anyone continually causing a nuisance will be evicted from the park without a refund.

LIABILITY

Anyone found damaging or defacing park property, equipment and landscaping will be evicted and/or face prosecution. The named customer will be responsible for and charged for any damage/breakages/loss caused by themselves or their visitors to the park, park facilities or other customers' property. We cannot be held responsible for loss, theft or damage to any property whilst they remain on the park. Whilst we have taken all reasonable precautions, we cannot be held responsible for accidents involving visitors or to their property. Vehicles, Caravans and contents are left entirely at the owner's risk.

DATA PROTECTION

Information taken at the time of booking is collected for the purpose of processing your booking at Hallcroft Fishery And Caravan Park. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your details to contact you as part of our monitoring or promotions of the park, and/or to inform you of late availability, special offers or developments on the park. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park. If you do not wish to receive any communication from Hallcroft Fishery And

Caravan Park please email us at info@hallcroft-fishery.co.uk.

By booking your stay with us, you agree to abide by the above terms and conditions and park rules.

We look forward to welcoming you to Hallcroft Fishery And Caravan Park and hope you enjoy your stay with us.