

## PAULTONS CAMPSITE -TERMS & CONDITIONS – SITE RULES

WE DO NOT ACCEPT ANY COMMERCIAL VEHICLES ON THE SITE. YOU WILL BE ASKED TO LEAVE IF YOU IGNORE THIS NOTICE AND FORFEIT ALL PITCH FEES RECEIVED. PLEASE CONTACT US IF YOU'RE NOT SURE. FOR HEALTH AND SAFETY REASONS, MAXIMUM **7KG** GAS BOTTLES ONLY ARE ALLOWED ON SITE. IF LARGE GAS BOTTLES ARE BROUGHT ONTO SITE, YOU WILL BE ASKED TO LEAVE IMMEDIATELY.

The Dry Waste point, Chemical Disposal Point and drinking water are clearly marked and are all located at the left hand side of the field against the wall. There is an information shed with lots of local activity brochures along with an under cover washing up area with two sinks, hot and cold water and a freezer under the worktop for ice packs.

Please make sure all rubbish, is tied up in plastic bags before placing in the dustbins. NAPPIES MUST BE PLACED IN NAPPY SACKS (PROVIDED AT THE SITE) AND NOT PUT DIRECTLY INTO WASTE PAPER BINS OR DUSTBINS. Please do not leave any rubbish by the side of the bins as this may encourage vermin. PLEASE DO NOT LEAVE US WITH BROKEN AWNINGS, TENTS, GAZEBOS, MATTRESSES, CAMP BEDS/BEDDING, TOYS, TABLES, CHAIRS, UMBRELLAS, COOL BOXES OR ANYTHING ELSE THAT ISN'T GENERAL WASTE FOR THE DUSTBINS. PLEASE TAKE THESE ITEMS HOME WITH YOU FOR DISPOSAL, THANK YOU.

Children should be supervised at all times, and must be accompanied to the toilets by an adult. Do not let your children play on the bank surrounding the field for their safety or around the Toilet & Shower Area.

There is automatic security lighting by the amenities and inside the toilets and showers but no lighting in the camping field itself, it would be advisable to bring along a good torch.

There is a fire assembly point adjacent to the entrance gate.

Dogs should be kept on a lead at all times and in the interest of hygiene, owners must exercise them off site and clear up after their animals immediately into small plastic bags before placing in the designated bin. Dogs should not be left unattended at the campsite. **NB: MAXIMUM OF TWO DOGS PER PITCH**

We must be notified of ALL campers staying in each unit. In the event of an emergency, we must know the exact number of people on site to enable us to evacuate safely. Day visitors must be reported and will be charged £1.00 each per day for the use of our facilities and £2.00 for any car. No Group bookings unless previously agreed.

### ARRIVAL /DEPARTURE TIMES

#### Motorhomes/caravans & Tents

**Arrival time is from 1pm onwards and before 9pm - Departure is by 11am Camping Pods & Tipis**

**Arrival time is from 2pm onwards and before 9pm - Departure is by 11am**

Strictly No smoking in the toilets or showers, please use the sand bucket supplied for cigarette butts and do not throw them into the plastic bins or leave them lying around the site. There are mini sand buckets available which you are welcome to take to your pitch.

Toilets: Sanitary bins are provided in all the Ladies toilets, please make sure you use them, and do not put sanitary items, nappies, wet ones or paper towels down the toilets. Gents: Please do not put paper towels or anything other than toilet paper down the toilets. **YOUNG CHILDREN SHOULD ALWAYS BE ACCOMPANIED BY AN ADULT WHEN VISITING THE TOILETS SO THEY ARE LEFT IN A CLEAN AND ACCEPTABLE MANNER.**

Strictly NO campfires, open fires or fireworks on the site. **Fire Pits are available to hire and you are not permitted to bring your own fire pits and/or wood.**

BBQs are permitted if at least 2ft from the ground to avoid the grass being damaged. Should this occur, you may be charged for the removal and replacement of the damaged turf. Please make sure the coals/disposable BBQs are completely cold before discarding them in the metal bin provided. NEVER take a BBQ into a tent and always follow the advice below:

Never place a lit barbecue near the sleeping area outside your tent.

Never use a fuel-burning appliance to heat your tent or awning. Gas and kerosene heaters, unless they are permanently fitted in a caravan or motorhome, should only be used outside. Never take a barbecue into a tent, caravan or motorhome. A warm, smouldering barbecue will give off poisonous carbon monoxide.

Never run a gas, petrol- or diesel-powered generators inside a caravan, motorhome, tent or awning.

Do not cook with a stove inside your tent or awning, unless there is an area specifically designed for this purpose, and you are sure there is adequate ventilation.

Always use a portable carbon monoxide alarm.

Generators are not permitted unless previously agreed.

Please make sure awning groundsheets are made from breathable material to avoid the grass dying.

No parties are permitted on site and campers are asked to be considerate to others camping in the field and keep noise levels to a minimum after 10pm.

In the event of unreasonable behaviour, you will be asked to leave the campsite immediately, no refunds will be given, with no exceptions.

There is a minimum of 2 nights booking on a normal weekend and 3 nights on a bank holiday weekend.

On booking, a non refundable deposit of £30.00 is required immediately and the balance paid 3 weeks prior to your arrival (if applicable) to guarantee the pitch.

Paultons Campsite accepts no responsibility for loss or damage to persons or property whilst on site.

We provide children's Ride-on cars, balance bikes, bats & balls Etc which are free to use. Please make sure they are returned after play to allow other children to use them.

Booking a pitch and staying at Paultons Campsite deems acceptance of these Terms & Conditions, please make sure you have read and understood them fully, thank you.

#### **THE CAMPING PODS TERMS & CONDITIONS**

Our General Terms & Conditions also apply

A non-refundable Booking Deposit of £50.00 for the Camping Pods is payable on booking. A Surety/Damage Deposit of £50.00 is required with the balance of the hire, then refunded at the end of your stay & subject to satisfactory inspection of the Camping Pod & Equipment.

The Camping Pods should be left clean and tidy and all rubbish must be removed and placed in the dustbins provided. All crockery, Cutlery etc., must be washed and left clean. The Gas BBQ and Cooker must be left clean after use. Cleaning equipment is supplied.

NO DOGS are permitted in Camping Pods at any time, no exceptions.

Strictly No smoking & No Candles in the Camping Pods

Strictly No Cooking in the Camping Pods

Please make sure children are supervised in the Camping Pods, any damage or missing items will be charged for

Should rubbish be left in the Camping Pods, and/or damage occurs, a charge will be made for the removal of rubbish and cleaning at our discretion. These charges will be deducted from the Surety/damage deposit at our discretion.

Please remember to bring your own Bedding/Sleeping Bags/Quilts, Pillows and Towels Arrival time is from 2pm onwards - No later than 9pm - Departure time is by 11am

#### **TIPI HIRE TERMS & CONDITIONS**

Our General Terms & Conditions also apply

A non-refundable Booking Deposit of £50.00 for the Tipi hire is payable on booking. A Surety/Damage Deposit of £50.00 for the Tipi hire is required with the balance of the hire, then refunded at the end of your stay & subject to satisfactory inspection of the Tent & equipment.

The Tipis should be left clean and tidy and all rubbish must be removed and placed in the dustbins provided. The doors should be left closed and zipped up to avoid any damage due to adverse weather conditions.

No high heel shoes should be worn in the Tipis nor muddy boots or shoes at any time. NO DOGS are permitted in our hire Tipis at any time, no exceptions.

Strictly No smoking & No Candles in the Tipis

Strictly No BBQs or cooking in the Tipis

The Gas BBQ and Cooker must be left clean after use. Cleaning equipment is supplied. Please remember to bring your own Bedding/Sleeping Bags and Pillows.

Should rubbish be left in the Tipis and/or damage occurs, a charge will be made for the removal of rubbish and cleaning at our discretion. If water damage occurs, a charge will be made for cleaning and heating to dry the Tipis ready for the next occupants. These charges will be deducted from the Surety/damage deposit at our discretion.

Arrival time is from 2pm onwards - No later than 9pm - Departure time is by 11am

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#### **CANCELLATION POLICY**

A non refundable deposit of £30.00 for touring and tent pitches, and a non refundable booking fee of £50.00 for the tipi, camping pod and tent hire is required on booking. The balance including the hire equipment damage deposits (if applicable) is due three weeks prior to your arrival date. If cancellation occurs three weeks before your arrival and full payment has already been received, then a full refund will be given less the deposit. If cancellation occurs between two and three weeks we will offer you another booking within three months of the original date subject to availability. If cancellation occurs between 1 - 7 days then we are unable to offer any refunds.

**We strongly advise you to take out holiday insurance to cover you in the event that this should happen.**

**DATA PROTECTION** The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. 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.