

TERMS & CONDITIONS

Reservations and bookings

Bookings are accepted with a £50 deposit (or part thereof booking up to £50), full payment being due on arrival. In the event of cancellation prior to arrival, ALL DEPOSITS ARE NON-REFUNDABLE AND NOT TRANSFERRABLE. Bookings paid up on arrival and cancelled during stay are also non refundable and should be claimed back on your travel insurance. Advance bookings will be confirmed by email if time permits. Latest arrival time is strictly 6pm and should you wish to arrive after this time prior arrangements must be made as our gate entry system maybe in force.

Adult only

Waterrow Touring Park is an adult only park, catering for all persons over the age of 18. This also applies to visitors or guests. As we live on-site and have children of our own, very occasionally you may see them on the caravan park but they will be accompanied by an adult at all times.

Pitch Availability

All pitches are hard standing, except for the tent area. Due to our one way entry/exit system pitches are available from 12:30pm and must be vacated by 11.30 a.m. on the day of departure. If you wish to stay on your pitch after this time, please ask on that morning if it is possible. If you do stay on we do ask you to make a small contribution to our charity Air Ambulance.

Park Maintenance

We work hard to maintain high standards at Waterrow - please help us by keeping your pitch tidy and using the facilities provided for disposal and re-cycling of all waste. Clothes drying facilities are provided in the barn - washing lines, other than those attached to the window of your caravan/motorhome, are not permitted. Gazebos are also not permitted.

Dogs

Your dogs are welcome, a maximum of three per pitch, but must be kept on a short lead at all times, except in the dog walking areas. Please clear up after your dog wherever you are on the Park, using the bins provided. Please do not leave dogs unattended in your caravan/motorhome for any length of time and do not allow your dog to upset or annoy other people.

Noise and Nuisance

Please do not disturb other people - we will ask anyone causing unacceptable behaviour to either modify it or leave the Park.

Environmental

Please respect the grass, plants and trees and avoid any undue damage to them, regularly moving any items standing on the grass. Caravan awning groundsheets are not allowed on the grass, most of our pitches are double width hardstandings to allow for this. Tents with built-in groundsheets are permitted. HEATERS ARE NOT ALLOWED IN AWNINGS OR TENTS AT ANY TIMES OF THE YEAR. Barbecues are permitted where they are on a stand and leave no scorch marks on the grass. Fires are strictly forbidden both on the Park and in the woodland/river area.

Visitors

Please let us know if you are expecting visitors. For your security and our peace of mind, we must be aware of who is on the Park and whether their visit is a legitimate one. Visitor cars should be parked in the parking area along the top hedge. Can we remind you that no-one under 18 is allowed on the Park.

TV booster system

As the TV reception is poor, we have a TV booster system on every pitch. If you have a aerial coax cable, please bring it with you, otherwise we sell them for £15 (25m length)

Wireless Internet Connection

We have Wi-Fi facilities. The password is changed on a regular basis and there costs are shown on our tariff.

Safety

Please take care at all times and observe our 5mph speed limit. The Park accepts no responsibility for loss or damage to persons or property. Should any accident occur while you are on the site, please report it immediately to reception.

Accessibility

We have an Accessibility document that is available on request or can be found on our website.

Licence

Our licence covers caravans, motorhomes and trailer tents only. No converted buses, lorries, vans etc. will be permitted onto the Park and deposits will be refunded in these circumstances. If you have to use a commercial vehicle for your holiday, please let us know when booking and we will ask you to park it in the car park once you are settled on your pitch.

Park Management

If you have a problem, please come and see us at any reasonable hour and we will do our best to help. We wish you a very happy and enjoyable stay with us.

WE HOPE YOU ENJOY YOUR STAY WITH US.