



## **Terms & Conditions with Park Rules.**

**WE RECOMMEND YOU READ THESE TERMS & CONDITIONS CAREFULLY.**  
**BY BOOKING A PITCH YOU AGREE TO ABIDE BY SHERWOOD FOREST**  
**HOLIDAY PARK'S TERMS & CONDITIONS**  
**PLEASE RETAIN FOR YOUR OWN RECORDS**

### **Booking Confirmation**

Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment. Minimum deposit or full payment (whichever is the lower) for tourers is £20. All camping and touring bookings must be paid in full 4 weeks prior to arrival. Deposits are non-refundable and will only be transferred given at least 14 days' notice prior to arrival for tourers and tents.

### **Conditions of Booking**

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests. In this event no refunds will be made. Sherwood Forest Holiday Park and its facilities are intended for family holidays. Sorry we do not accept stag or hen parties.

### **Pitch Allocation**

When booking a pitch - the size of your unit, e.g. single axle/twin axle, must be stipulated to ensure that the allocated pitch is large enough to accommodate you. Should you subsequently alter your requirements we cannot guarantee to provide the appropriately sized pitch. Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch. We cannot guarantee that caravans booked in together will be beside each other on site. Only one unit is allowed per pitch, also gazebos are down to the decision of the management.

### **Payment**

Payment can be made by cash, credit or debit card. No Caravan, Motorhome or tent will be allocated a pitch until the full balance has been paid. Please do not ask staff to allow access to a pitch without full balance payment as refusal may offend.

### **Fire**

The fire assembly point for the caravan park is the area in front of the reception building. In the event of an emergency dial 999 for the emergency services and notify the park manager immediately.

### **Dogs**

Dogs are allowed on the park but must be kept on a lead at all times. By bringing your dog to Sherwood Forest Holiday Park you are accepting full responsibility for its conduct and behaviour. Any dog that is deemed to be unsuitable or a nuisance will result in the owner being asked to remove it from the site immediately. Safe and well-behaved pets are very welcome. Please note dogs are not allowed in the toilets, shower facilities or shop.

### **Minimum Stay**

All bank- holidays have a minimum 3-night's stay. All Weekend bookings have a minimum 2-night's stay.

### **Arrival**

On arrival, all customers and visitors (including day visitors) are to report to reception. Your arrival is welcome from 12noon, for camping, touring bookings, Your pitch number and directions to it, will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check. Any guest on the wrong pitch will be required to move.

## **Departure**

All pitches must be vacated by 11am Unless it's a Sunday or Bank Holiday Monday where the time is 7pm, otherwise an additional night's pitch fee may be charged. If there is nobody due in on your pitch on your day of departure, you can pay an additional £10 to stay until 7pm. (Please check availability at reception). No refunds are given for early departures.

## **Dealing with Electricity Hook-Ups**

The maximum loading on each caravan hook up is 16 amps. If any problems occur, please carry out the following checks: If there is no power to your caravan, CHECK

1. Are you properly plugged into the electricity box? Disconnect the plug and reconnect it making sure it is fully inserted. 2. Is the main switch in your own caravan/motorhome in the on position?

B. If the electricity is tripping off: Check what have you turned on in your caravan? You may be overloading your trip or one of your electrical appliances is faulty. Turn off all appliances and check which appliance is the cause.

If you have carried out all these checks and there is still no power, please contact a member of staff.

## **Children**

**Children remain the responsibility of their parents or guardians at all times.** It is particularly important that you always know where your children are, and that you provide adequate supervision for them at all times. The following items are not allowed on site: - Hover board, electric scooter, mini motos or electric quads. No ball games are to be played near to caravan, car or tent.

The play area is unsupervised, it is the parents' responsibility to ensure that their children are correctly behaved and don't harm themselves or others whilst using the equipment. We do not accept liability for any injury suffered due to the misuse of equipment on site. Children & teenagers should be back on your pitch by 22:00hrs

**Finally. The Park is a great place for children to come and meet new friends and investigate the great outdoors in relative safety, but please remember it is your job to supervise your children, not ours.**

## **Use of your holiday accommodation**

Only those people listed on the booking can occupy your accommodation and use the facilities of the park. If this legal requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made. All visitors must report to reception and pay

## **Website accuracy**

We take every care to ensure that the details in this website are accurate at time of going live. Photographs are taken at our park and are intended for guidance only. Layout plans are for illustrative purposes only.

## **If you have a comment**

If you are dissatisfied with any aspect of your holiday, please speak to the Park Reception. In most cases they will be able to help you immediately so that you can enjoy the rest of your stay. However, if you are still dissatisfied, you must speak to the Park Management and record your complaint with them. If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, please write to the park owner at the park no later than 28 days after the end of your holiday. We are only able to take action on any complaints that are first brought to the attention of the reception team whilst you are on your holiday and secondly received in writing within 28 days, unless there are exceptional circumstances. It is necessary for Sherwood Forest Holiday Park to impose these limitations so that we have the opportunity to solve the problems experienced.

## **Changes to your Holiday by you**

After you have paid your Deposit, you may wish to change some elements of the Holiday, e.g., dates or lead name. We will try to meet your request. Any changes must be made at least 28 Days before the Holiday date, and be confirmed to us in writing via email. It may be necessary to cancel your break due to illness, accident or change of circumstances. There will be no cash refunds. Failure to arrive without satisfactory explanation or written cancellation will not be entitled to a transfer of stay.

## **Changes to your holiday during your stay**

We limit changes to your holiday during your stay, however we cannot accept responsibility or compensation for circumstances such as \*force majeure.

\*Force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

### **If we make any major alterations to your booking**

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavour to advise you by email as soon as possible.

### **If we cancel your booking**

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options. A. accept the alternative arrangements as notified to you  
B. choose another available break from us at the advertised price

### **Rules & Regulations**

The person completing the booking is responsible for the conduct of their party, it is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. Sherwood Forest Holiday Park reserves the right to ban individuals from future use of the park.

### **Park Rules**

The following general rules apply to those who are staying with us or visiting. Should these rules be ignored then the occupant risks being asked to leave the site.

There is a Park **speed limit of 5 mph** on the site as a whole including approach road. Please note that all roads on site are classed as public roads and are therefore subject to the same laws that are applicable to all other public roads Televisions and music systems shall only be played at personal volume levels. Noise should be kept to an absolute minimum between the hours of 10.30 p.m. and 8.00 a.m. Please be a considerate neighbour. Generators are not permitted.

### **Visual**

All units are to be visually acceptable. Refuse must be placed in the large bins around the campsite. Washing lines are not to be tied to trees or bushes.

To ensure that pitch spacing is correct all units are to be pitched as directed by the wardens, Maximum of 2 cars per pitch.

Regular vehicle movements are not allowed between the hours of 11.30 p.m. and 7.00 a.m.

### **General**

All vehicle's/caravans are parked at owner's risk. The management accept no liability for loss or damage whilst on the park or otherwise, unless found to be negligent. Cars should not be left unattended without prior permission; all vehicles must be correctly taxed and have current MOT certification and be insured.

**DO NOT BATHE, SWIM OR PADDLE IN THE LAKE.**

### **Fire & BBQ's**

Fire pits are allowed as long as raised off the ground and only Cosi logs are to be burnt, BBQs are acceptable provided that care is taken and no damage is caused to grass. Disposable BBQs are to be raised off the ground to keep them off the grass

### **Cancellation Arrangements**

You may cancel this booking at any time but we shall only be liable to refund you the following percentages of the total holiday price, including extras:

Cancellation more than one month before first day of the booking - [100%]

Cancellation between one week and one month before the first day of booking [25%]

Cancellation one week or less before first day of booking [00%]

**Cancellation of a booking will incur an admin fee of £20.00**

### **Alcohol**

No alcohol to be consumed while walking about the site