

## **Shrublands of Wighton – CL Booking Conditions**

### **Booking:**

Pitches can be provisionally booked in advance by phone or email. A provisionally booked Pitch will be held for 5 working days to allow for receipt of deposit. Should no deposit be received within the 5 days the pitch will be opened for re-booking.

### **Deposits:**

**Deposits exist as a demonstration of commitment and to ensure that you are guaranteed a pitch for your stay.**

A deposit will be required for all bookings.

Deposits are normally calculated as; 1 full days charge for each week (or part thereof) booked, unless otherwise requested.

Deposits are non-returnable.

### **Payments:**

Payments may be made by cash or Paypal. Due to changes in UK banking conditions we are unable to accept cheques for other than deposits..

Payment for the full period booked, less any deposit previously paid, will be required on arrival.

### **Cancellations and ‘No Shows’:**

The maintenance of the CL site is time consuming and costly and this is balanced, particularly in Spring, Summer & Autumn, by pitches being booked on a continual basis therefore, more often than not, once a pitch has been booked, other enquiries (both long term and short notice) have been turned down. Whilst we understand that there is occasionally a need to cancel due to serious emergencies, such cancellations can cause significant disruption to a small establishment. We therefore regret that last minute cancellations (within 7 days), members who do not arrive to honour their booking (No Shows) or early departures will be charged in full for the booked period. A payment equal to any days re-let will be subsequently refunded/deducted, less the deposit and a 20% administration charge.

If you feel that you may be unable to fulfil your commitment we strongly advise you take out holiday insurance. For our part we will make all possible effort to re-let pitches and should we do so we will be happy to refund the appropriate monies, as detailed above.

Our cancellation policy has been made to offer what we believe is the best solution to a potentially sensitive and serious problem for both owners and members.

### **Arrivals and Departures:**

To permit us to service pitches for your arrival, members are asked to arrive after 12pm and to vacate the pitch on the day of departure by 11am.

### **Member Numbers:**

To ensure that all members are permitted ‘best and reasonable use’ of the toilet and shower facilities and to avoid overcrowding we only accept a maximum of 4 persons per pitch.

### **Pets**

Shrublands is unable to accept dogs on the site except for registered guide and assistance dogs.