



Higher Brandy Style Caravan Site

Terms and Conditions.

Access statement & Policy.

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the site. This includes a copy of our Terms and Conditions in large print. If you would like a copy, or wish to discuss any other special needs, please make our staff aware.

Adults only Park.

All guests, excluding day visitors, must be aged minimum sixteen years and over (this excludes children connected to the company). Younger day visitors are welcome on the lawns by the café.

Booking Conditions.

Bookings can be made by telephone, email or in person at the Farm Shop.

This contract.

This agreement is with Washingpool Farm and exists as soon as we issue a confirmation form. Check it carefully to see that it reflects your wishes. Please inform us of any discrepancy as soon as you are able.

The terms contained in this contract do not affect your statutory rights.

The Price of the Holiday.

Once you have made your booking the price of the holiday will not be subject to any change unless the rate of VAT changes. We do not require a deposit on booking.

Dogs & other pets.

Pets are welcome, there are public footpaths on the farm.

- Pet/dog breeds included on the dangerous animal list are not permitted on the park.
 - Keep the dog on a lead at all times.
 - Clean up after your dog and put dog waste in the litter bins provided.
 - Do not leave your dog unattended at any time.
 - Dog noise – it is the owner's responsibility to ensure their pets noise does not cause disturbance to other guests.
- We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

Sanitation, Waste Water and Rubbish.

The contents of chemical closets must be disposed of by emptying at the disposal points provided.

To avoid possible damage to sewage treatment systems on sites only bio-degradable chemical fluids should be used that do not affect the natural bacterial balance within the system. If unsure, please seek a member of staff's advice.

Disposable nappies and similar bulky items must not be emptied into the chemical closet emptying points but must be wrapped in a bag and placed in the bin provided.

A suitable receptacle, which should not be allowed to overflow, must be used for the collection of waste water and emptied at the disposal points provided.

All rubbish should be recycled wherever possible.

Washingpool Farm,
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Bridport,
Dorset,
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Tel 01308 459549
www.washingpool.co.uk

Users of medical equipment, including hypodermic needles are responsible for providing their own safe means of disposal.

General

If you wish to use ground level barbeques on site we ask that you use the bricks provided and you return them after use.

To minimize damage to grass, site users are asked to lift all groundsheets and/or side flaps of awnings, tents or annexes at frequent intervals or as required by a member of staff.

Fishing

A fishing permit for our lakes is available from the shop. A full day is £5.00 and a half day is £3.00

To fish the lakes you must hold an up to date rod license.

The lakes are stocked with Bream, Tench, Carp and Roach.

Holiday behavior Standards & Termination.

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself & the people in your party, to adopt the following standards of behavior:

1. To act in a courteous & considerate manner towards us, our staff & guests.
2. You further agree that you will not:
 - Commit any criminal offence on site or undertake any criminal activity.
 - Commit any acts of vandalism or nuisance.
 - Keep or carry any firearm or any other weapon at the park.
 - Use unlawful drugs.
 - Create any antisocial noise or disturbance.
 - Carry on any trade or business on the Site.

Health & Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply on site.

Cancellation of the holiday by you.

You may cancel your holiday at any time, we ask that you notify us as early as possible.

If you fail to turn up on the day you have booked we request a full payment unless a rebooking is made.

Change or cancellation of the holiday by us.

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of any money you have paid, except where the cancellation or change arises from and unforeseeable or unusual occurrence outside our control.

Complaints.

If you have a complaint about anything during your holiday please raise it with a member of our staff immediately and if you wish to pursue it following your departure please write to us within 28 days of your departure. However we do suggest that you try and complete a report about the complaint while you are on holiday.

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The proprietor and company cannot be held responsible for any accident or loss suffered by yourself or a member of your party whilst on the park. This also includes property belonging to yourself or a member of your party whilst on the park.

It is regretted that no refunds can be given if guests depart prior to the end of the booked holiday. Unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

The prices listed include Vat @ 20%

The information supplied at the time of booking will be stored on computer for administrative purposes. Under no circumstances will this be provided to a third party. We may from time to time wish to send you news of special offers on our park. If you do not wish to receive any communication from us please let us know. For the purposes of the Data Protection Act 1984 once a holiday balance has been paid this signifies your assent to these terms.

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