



## WOODSTOCK PARK PITCH BOOKING TERMS AND CONDITIONS

### WE/US/OUR/THE TEAM

Refers to:

Yvonne Jackson, Tony Jackson, Jackie Jackson

Woodstock Park, Gibbet Lane, Wereham, King's Lynn, Norfolk PE33 9BE.

### UNIT

Refers to the unit you intend to stay in such as caravan, motorhome, camper, trailer tent, tent.

### YOU/YOUR

You refers to the lead guest and booking party. The lead guest is responsible for your booking and is responsible for your party following the below terms & conditions. The lead guest must be at least 18 years old.

**By booking your holiday with 'Woodstock Park' you agree to the following Terms & Conditions. For the safety of all visitors we kindly ask you to follow the below. PLEASE READ CAREFULLY.**

### COVID-19

Please follow all government advise to help stop the spread of Covid-19.

Please be aware you increase your risk of Covid-19 by using shared facilities. We advise you to use facilities in your own units where ever possible. Hygiene is of great importance at this time so please respect facilities for everyones safety. Hand sanitiser stations are provided at strategic touch points around Woodstock Park. We accept no liability for anyone contracting Covid-19.

These Covid-19 conditions are under constant review and may change instantly. We advise you to read again on our website just before your arrival and an up to date copy will be displayed on the campsite notice board also. Thank you for your understanding during these difficult times.

### PERSONAL DATA

Please view our privacy policy at <https://www.woodstockfarm.co.uk/privacy-policy>.

We may use your information for any purpose related to our business, including providing you with information about our business. We may contact you by email, telephone, SMS or post. If you would like to discuss further please let us know at [info@woodstockfarm.co.uk](mailto:info@woodstockfarm.co.uk).

### PAYMENT

For bookings over a bank holiday weekend a £25.00 non-refundable deposit is required per pitch. For all bookings full payment is required two weeks before your arrival date. If a booking is placed within the two weeks before your arrival date, payment will be required within 24 hours. If payment is not received within these time frames the booking will be cancelled. A minimum of 3 nights is required over bank holiday weekends.



### **ARRIVAL & PITCHING UP**

Prior to arrival you will be contacted with information on how to self check in, with pitch allocation and gate access details. Should you require any assistance please do not hesitate to go to the reception. If closed please use the intercom or call 01366 500559 and one of the team will come out to see you. Check in is from 12 midday on day of arrival. If you should be arriving later than 6.00pm please notify us. Gazebos are chargeable and are by prior arrangement only. There must be at least 3 meters clear space around the gazebo. Electric leads must be kept away from main access routes and any excess should be neatly stored under your unit. Guy lines should be kept short and away from main access routes also.

### **ELECTRIC GATES**

Please ensure the roadway is clear ahead before driving through. The electric gate opening system is quite slow for safety reasons. Please be patient and wait for gates to fully open and stop their sequence before attempting to drive through. If for any reason the gates malfunction, please wait for the gates to close before reentering your code. If you need any assistance please call 01366 500559 or use the intercom at the reception.

### **For the safety of pedestrians**

- Please use the footpath provided.
- Under no circumstances walk through the gateway.
- Keep clear of gates and surrounding gate area at all times.
- Children must be supervised.

### **WET CONDITIONS**

Please note in wet conditions could all guests please keep to the gravel areas. A tow-off charge may be incurred if this is not adhered to.

### **THE RECEPTION**

Should you require any assistance during your stay please use the intercom at the reception if it's closed or call 01366 500559.

### **FISHING**

Fishing is chargeable. Fees and rules can be viewed at <https://www.woodstockfarm.co.uk/fishing> and displayed at the fishing and campsite notice boards. The lake is open from 7am daily (closure times will be displayed at the gate). Please note where the buoyancy rings are situated and keep the gate shut at all times. STRICTLY NO SWIMMING.

### **DOGS**

Dogs must be kept on short leads at all times whilst on Woodstock Park/Woodstock Farm. You must clean up if your dog defecates. You are responsible for the good behaviour of your dog.

### **CHILDREN**

Children must be supervised at all times especially when entering the lake area, electric gates, roadways, woodland walk and in the wash rooms/facilities.



### **DAY VISITORS**

Day visitors are by prior arrangement only and must pay on arrival. Day visitor parking is at the reception near the entrance. Under no circumstances are day visitors to enter site without checking in first. We kindly ask all day visitors to vacate Woodstock Park by 10.00pm. It is your responsibility to ensure that your visitors obey the rules.

### **ELECTRIC HOOK UPS/USE OF WOODSTOCK PARK EQUIPMENT**

Please use any of the nearest electric hook ups to your pitch. Electric hook ups are metered. 15kW per night is included in your pitch fee however if there is excessive use there may be an additional fee at the end of your stay. For this reason we advise you to take your meter reading on arrival so you can monitor your usage. Electric leads must be kept away from main access routes and any excess should be neatly stored under your unit. Under no circumstances are the electric meter boxes to be tampered with. Please notify us of any faults. We can be contacted at the reception or call 01366 500559. Please always check your units RCD first if your electric should go off. Please do not use electric hook up to charge electric vehicles.

If possible please bring a 25 meter long electric lead. If you should require a longer lead these are available for use during your stay by contacting reception. No liability is accepted for damage, loss or injury to persons or property whilst using any equipment from Woodstock Park. Equipment is used at your own risk. A charge will apply for any loss or damage to equipment. All equipment hired must remain on Woodstock Park and returned to reception after use.

### **WASHROOMS/FACILITIES**

Care must be taken when entering and leaving the washrooms/toilets, especially in wet and icy conditions.

Conditions displayed in the washrooms/facilities must be adhered to at all times.

### **BEHAVIOUR**

Please respect other campers and keep noise levels to a minimum. No loud music allowed at anytime.

You should use our property safely and should not cause danger to others. Please be aware that any damages to the site will be charged for.

You should obey all notices.

You should act on the reasonable instruction of the Woodstock Park team.

All ball games are to be played over on grass area away from pitches and shepherd huts.

You must not use a drone, powered model aircraft or any other powered flying object.

You are responsible for keeping your pitch clean and tidy.

Unreasonable behaviour will not be tolerated under any circumstances. Offenders will be asked to leave site immediately.



## **FIRE**

Please note where the fire safety equipment is located on site. In the event of a fire follow the fire action notice, contact the owner on 01366 500559 / 07825565203 and stand well clear of the fire. Please keep BBQ's, cigarettes, candles or any naked flames away from the fields especially at harvest time and extinguish properly after use. Please dispose of ash in the bin provided on site. Do not allow disposable BBQ's to sit directly on the ground. BBQ's and stoves must not be left unattended and only operated by adults. Sorry we don't accept Chinese lanterns, open camp fires, fire pits, fireworks or similar.

## **CARBON MONOXIDE**

To avoid carbon monoxide poisoning do not light, use, leave to cool or store BBQ's inside units. If you are using gas camping equipment: Check that the appliance is in good order, undamaged and that hoses are properly attached and undamaged. If in doubt get the hoses replaced or don't use it.

## **AROUND THE FARM AND WOODSTOCK PARK**

This is a working farm, please be aware of moving machinery.  
The woodland walk is only available to those staying over night at Woodstock Park.  
In windy or stormy conditions please DO NOT use woodland walk and please take care whilst walking around site.  
Please keep strictly to paths and do not trespass on private areas of the farm. No access allowed on any fields or strips around field.  
Do not touch or pick any plants as some may be poisonous. Under no circumstances are any plants to be removed.  
No litter.  
Woodland walk may be closed at certain times without prior notice.  
Woodstock Park/Woodstock Farm operates a 5mph speed limit in all areas.  
Lighting is limited on the site at night, please make sure you use a torch when walking around the site in the dark.  
Enjoy wildlife, but please leave animals to their natural world.

## **DEPARTURE**

Please be aware pitches are to be vacated by 11.00am on the day of departure. If you require a later departure please enquire at the reception or call 01366 500559. If your pitch is available an additional fee of £5.00 will be applied to hold your pitch until 4.00pm. Please leave your pitch tidy and remove all camping pegs when you leave. Please take home any unwanted camping equipment, under no circumstances is any equipment to be left in or around bins.

## **COMPLAINTS**

Should you find any faults or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken. We can be contacted at the reception or call 01366 500559.



### **CANCELLATION AND INSURANCE**

Once booked your holiday agreement is a legal contract. If you cancel your holiday and pitch cannot be re-let, you are liable to pay for your booking in full. Deposit is always non-refundable. For these reasons we strongly recommend that you take out travel insurance for your holiday.

### **NON-AVAILABILITY OF PITCH AS BOOKED**

We would only cancel your holiday if it was unavailable for reasons beyond our reasonable control. We would offer you alternative dates.

### **IN AN EMERGENCY**

In an emergency please go to the reception or call 01366 500559/07825565203.

### **LIABILITY**

All visitors stay at their own risk. No liability is accepted for loss, damage or injury to persons or property whilst on Woodstock Park/Woodstock Farm.

### **WEBSITE AND BROCHURE**

We make every effort to ensure that the information and descriptions contained on our website and the accompanying leaflets are accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

Terms & Condition are subject to change at any given time.

*Thank you for your cooperation.*