



Hillcroft Leisure Ltd, Hillcroft Park, Roe head, Lane, Pooley Bridge, Cumbria CA10 2LT.

**Terms & Conditions - Hire Accommodation, Camping, Touring, Camping Pods and Glamping Pods**

**WELCOME TO HILLCROFT PARK**

Hillcroft Park is a family park catering for Holiday Homes, Motorhomes, Touring Caravans, Camping, Pods and Glamping Pods as well as Holiday makers hiring any of our Hire Accommodation. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following terms and conditions before confirming your booking.

We reserve the right to ask guests who contravene these terms and conditions or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors or staff to leave the park immediately. In these circumstances the stay will be terminated and no refund will be given. We will not be liable for any extra costs incurred by you as a result of this action.

**Booking Conditions – Cottages, Lodges and Holiday Home Hire Accommodation**

We cater for families and couples and do not accept bookings from same gender parties of three or more people, unless by prior arrangement. We also reserve the right to refuse any booking. Bookings can be made by telephoning 017684 86363 or online through our Booking System (Selected Properties). The person named on the booking is responsible for the booking and certifies that they are over 18 years of age and will be a member of the visiting party.

**A non-refundable deposit of £100.00 is payable at the time of booking and £200 for Ullswater House.** The balance must be paid four weeks prior to the date of arrival, otherwise the booking may be cancelled.

**Hire Accommodation availability**

Check in from **4.00pm\*** on the day of arrival.

Check out by **10.00am** on the day of departure.

\*Earlier check in may be permitted. Please contact us the day before to check the availability.

**Please advise us if you are likely to arrive later than 6pm. Latest arrival time is 8pm unless previously arranged with the site Managers.**

**If you do not check in on your expected date of arrival and alternative arrangements have not been made we reserve the right to re-let your accommodation.**

**Cancellation of the Booking by You:**

You may cancel your stay at any time. Cancellations will be effective on the date it is received by us and no refunds of deposits will be given for cancellations made because of inclement weather.

Deposits and payments are not transferrable to other dates.

If any payment has been made, refunds will be on the following basis:

More than 28 days' notice,	A Full refund, minus a £100.00 (£200 for Ullswater House) Administration Fee.
Less than 28 days' notice,	No refund.

### Wi-Fi

Complimentary Wi-Fi service is provided free to guests staying in our Holiday homes. We cannot be held responsible if, for any reason the service is not available. Any issues please contact Camping Connect 01792277230.

### General

- Please park your vehicle on the allotted area adjacent to your accommodation.
- Electric Vehicles must not be charged at the holiday homes, please use our electric vehicle charging point.
- Any forms of fire or ground level barbeques are not permitted directly on the grass/decking area.
- No skateboarding on the park.
- No trespassing on the adjacent farmers' fields.
- Please keep bottles (including plastic), cans & newspapers separate from other waste and use the recycling bins provided. As shown on our Site Plan.
- Make sure your accommodation is litter free and tidy on departure.
- Cutting or damaging trees or other vegetation is strictly prohibited and the natural conditions are not to be disturbed.
- No washing lines are allowed, rotary and freestanding aids are permitted.
- No refunds can be given if guests depart prior to the end of their booking.
- The information supplied when booking will be stored on computer for administrative purposes. Under no circumstances will this information be passed to a third party.
- We may from time to time wish to send you communications. If you do not wish to receive any such communication, please let us know.
- For the purpose of the Data Protection Act 1984 entering into this contact with us signifies your consent to these terms.

### **Booking Conditions – Camping, Touring Camping Pods and Glamping Pods**

We cater for families and couples and do not accept bookings from same gender parties of three or more people or group bookings, unless by prior arrangement. We also reserve the right to refuse any booking. Bookings can be made Online through our Booking System or by telephoning 017684 86363. The person named on the booking is responsible for the booking and certifies that they are over 18 years of age . **A non-refundable deposit of £20.00 is payable at the time of booking.** The balance must be paid two weeks prior to the date of arrival, otherwise the booking may be cancelled.

#### **Cancellation of the Booking by You:**

You may cancel your stay at any time. Cancellations will be effective on the date it is received by us and no refunds of deposits will be given for cancellations made because of inclement weather. Deposits and payments are not transferrable to other dates. If any payment has been made, refunds will be on the following basis:

More than 14 days' notice,	A Full refund, minus a £20.00 Administration Fee
Less than 14 days' notice,	No refund

#### **Touring and Camping.**

You are requested **not** to arrive before 12 noon unless prior arrangements have been made. All camping and touring pitches must be vacated by 11am on day of departure, unless prior arrangements have been made. Every endeavour will be made to allocate guests to the pitch of their choice however it must be understood that acceptance of a booking is not conditional on the allocation of a particular pitch. Your pitch number and directions to it will be confirmed on arrival. Please allow a minimum 3 metre clear firebreak between adjacent pitches. Gazebos or Shelters must be booked prior to your stay. Please note we do not allow Gazebos or Shelters during July, August

and bank holidays without prior arrangement during these times it is at the Parks discretion. Any guest on the wrong pitch may be asked to move. Please note that should you wish to extend your stay beyond the booked date there is no guarantee that the same pitch will be available.

**If you do not check in on your expected date of arrival and alternative arrangements have not been made with us we reserve the right to re-let your pitch.**

Pitch check in is from **12.00noon\*** on the day of arrival.

Pitch check out is **by 11.00am** on the day of departure.

\*Earlier check in may be permitted. Please contact us the day before to check the availability.

### **Camping Pods and Glamping Pods**

Please position your vehicles in line with the instructions given to you by the park staff.

**Camping Pods** check in is from 1.30pm\* on the day of arrival.

**Camping Pods** check out is by 11.00am on the day of departure.

**Glamping Pods** check in is from 2.00pm\* on the day of arrival.

**Glamping Pods** check out is by 10.30am on the day of departure.

\*Earlier check in may be permitted. Please contact us the day before to check the availability.

**Please advise us if you are likely to arrive later than 6pm. Latest arrival time is 8pm unless previously arranged with the site Managers.**

### **Wi-Fi**

Glamping Pods receive complimentary Wi-Fi.

Wi-Fi is available throughout Hillcroft Park for Camping Pods, Tourers, Motorhomes and Campers. Charges apply please see the notice boards for information and pricing. Any issues please contact Camping Connect 01792277230.

### **General**

- Please park on the awning side of your van (British) whenever possible.
- Electric vehicles must not be charged at the pitch or pod. Please use our Electric Vehicle charging point.
- Any forms of fire or ground level barbeques are not permitted directly on the grass/decking areas.
- Breathable groundsheets are to be used in awnings on grassed areas.
- Devoke Water Pitches – Please ensure electric cables plugged into the pedestal run to the rear of the pitch to avoid trip hazards.
- No Skateboarding, Quad Bikes, Trials Bikes or Powered Scooters are allowed on the park.
- No games in the car park area, in front of reception or around the shower block or bin areas.  
Please use the Recreational Field opposite the Play Park.
- If staying in the Camping fields do not allow your children to play around the main site.
- No trespassing on the adjacent farmers' fields.
- Please keep bottles (including plastic), cans & newspapers separate from other waste and use the recycling bins provided. As shown on Site Plan
- Always use a waste water container and dispose of it as directed.
- Make sure your pitch area is litter free on departure.
- Cutting or damaging trees or other vegetation is strictly prohibited and the natural conditions are not to be disturbed.
- No washing lines are allowed rotary and freestanding aiders are permitted.
- No refunds can be given if guests depart prior to the end of their booking.
- Gazebo's are at all Bank Holidays, and in July and August at the discretion of the Park.
- The information supplied when booking will be stored on computer for administrative purposes. Under no circumstances will this information be passed to a third party.
- We may from time to time wish to send you communications. If you do not wish to receive any Such communication please let us know.
- For the purpose of the Data Protection Act 1984 entering into this contact with us signifies your consent to these terms.

### **The Contract**

This Contract is with Hillcroft Leisure Ltd, Hillcroft Park, Roe Head Lane, Pooley Bridge, Penrith, Cumbria. CA10 2LT. A contract exists as soon as the booking has been made. The terms contained in this contract do not affect your statutory rights.

Hillcroft Leisure Limited shall not be liable for any failure of or delay in providing any of the agreed services due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes, labour disputes, government orders, power or water failure.

### **Cancellation of a Booking by Hillcroft Leisure Ltd**

If we are unable to fulfil the booking and have to cancel before the start date you are entitled to a full refund of any money you may have paid.

### **Liability - Hillcroft**

We shall not be liable for the death or injury of any person staying or visiting the park or for any loss or damage to property of any such person howsoever any such death, injury, loss or damage may be caused other than as a result of our negligence.

Your vehicles, their contents and accessories, your personal belongings are left entirely at your own risk. We will not be held responsible for any loss from or damage to any vehicle from any cause whatsoever, other than negligence of the company, our employees or agents. Whilst every care is taken to ensure that the details shown on this website are correct, the company cannot accept responsibility for errors contained therein or the results thereof.

### **Liability – Guest**

Any damage caused to Hillcroft property, vehicles or accommodation which incur costs to repair/replace will be the responsibility of the guests.

### **Complaints**

If you have reason to complain about anything please raise it with Reception during your stay.

### **After-sales, our complaints policy and guarantee**

During your stay with us, we try to ensure things go as smoothly as possible. However, sometimes things may not be as they should. If you are not happy about the service you receive from us, please inform us at the Reception and we will try to resolve your concern. Further to that, you can put your complaint in writing for the attention of Mrs V.H. Heath at the Park address. You may then also contact the Alternative Dispute Resolution platform at the following address:

<http://ec.europa.eu/consumers/odr> - Your statutory rights are not affected.

### **Behaviour Standards and Termination**

By making a booking with us you have entered into a contract in which you undertake on behalf of yourself and the people in the party (including children) to adopt the following standards of behaviour whilst on the park:

- To act in a courteous and considerate manner towards other guests and employees.
- To supervise children properly so that they are not a nuisance or danger to themselves or others. Please note that at all times the safety of children is the responsibility of their guardians.
- You will not:
  - . Commit any criminal offences or undertake any criminal activity or vandalism.
  - . Keep or carry any firearm or other weapon.
  - . Use any unlawful drugs.
  - . Create any undue noise or disturbance.
  - . Carry on any trade or business.
- Quiet hours are from 11pm until 8.30am. Music is not allowed to be played after 10pm. Please respect your fellow guests and the keep noise down.

In the interest of all visitors the company reserves the right to refuse entry to any person or

groups at its discretion. In such cases no refund of paid pitch fees will be given and the group shall be discharged. If in our opinion any person is not suitable to continue their stay because of unreasonable behaviour, damage to property or annoyance to other guests, we reserve the right to exclude their party from the park. In this event no refund will be given and the person will remain liable for any damage caused to property.

**We do not accept bookings from or allow anyone to stay at Hillcroft Park who is listed on the Violent and Sex Offenders Register (or any register which supersedes this). By making a booking, you are confirming that no one in your party is on this Register.**

### **Health & Safety**

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

- The speed limit in all areas of the park is 5mph. This applies to all vehicles including children's cycles.
- All vehicles must conform to the Road Traffic Act and have current Tax, MOT and insurance.
- Guests are not allowed to bring HGVs onto the park. Vans or other commercial vehicles are at the park's discretion.
- No recreational vehicles can be used on the park, this includes motorised scooters.
- No mechanical or repair work is to be undertaken on the park with the exception of emergency repairs under the supervision of a motoring organisation.
- No kite flying or drones are to be used on the park due to overhead power lines.
- In the unlikely event of a natural disaster or emergency please adhere to instructions given by duty staff.
- CCTV is operation around the park and our Site Wardens wear bodycams. This is for the safety and security of our staff and guests.
- Please make yourself aware of the nearest fire point.

### **Dogs and other Pets**

Where permitted, if you bring your pet with you when you stay we ask that you:

- Keep it on a lead within your pitch boundary and not left unattended at any time.
- Please ensure that all dog mess is picked up immediately and put in the bins provided.
- We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is causing a nuisance or a danger to other guests.
- We have accommodation which is specifically designated "pet friendly" and is suitable for guests with Guide and Assistance dogs.

### **Data Protection**

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to Camp Manager Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

**Hillcroft Leisure Ltd hope you have an enjoyable stay with us**

**Have a Wonderful Time**

**John and Jill Heath**