



Touring and tents, Terms and conditions for Poston Mill Park

Poston Mill is a family run Touring and Holiday Home Park. Our Guests enjoyment and safety is paramount and therefore we ask you to read the following **Terms and Conditions** before making your booking.

Access statements are available on our web site or by post. www.postonmill.co.uk

BOOKING: No group bookings will be available on line. We also reserve the right to refuse any booking.

BOOKINGS ARE ONLY ACCEPTED FROM PERSONS OVER 18 YEARS OF AGE.

Once we issue a confirmation of booking a contract is entered into and any discrepancy should be notified to us within 24 hours.

- To reserve a pitch, please contact Poston Mill direct on 01981 550225 or by using our on line booking availability.
- We need to know the size of your caravan, motorhome, tent, when booking on line please note if the pitch length is suitable
- To confirm your booking a 50 % deposit is due with the remainder payable within 7 days prior or paid in full at time of booking. Once received the price of the holiday will not be subject to any change unless the rate of VAT alters.
- A booking package for a minimum of 5 nights is offered at Easter and in High Season and full payment will be requested at time of booking.
- Pitches may be claimed from 12 noon on day of arrival and vacated by 11.30 on day of departure.
(or by arrangement with reception)

WiFi is available in most areas at Poston Mill Park but only for checking Emails NOT downloading films etc

Any guests who are found to contravene these Terms and Conditions, or who in any way are behaving in a manner likely to cause distress or nuisance to other visitors will be asked to leave immediately. In these circumstances the holiday ceases and the Park will not be liable for any costs incurred by you but reserve the right to claim any outstanding costs incurred by your actions.

CANCELLATION POLICY.

You may cancel your holiday at any time.

Cancellation will take effect on the date received by us and may be done by telephone but needs to be confirmed in writing within 7 days by post or email.

No written confirmation will result in the deposit being retained by us in full.

Cancellation charges apply as follows:

- Cancellation 28 days, or more before due date, full repayment of deposit less a £20 administration charge, (or deposit carried forward to a subsequent booking, no fee).
- Cancellation 14 to 28 days before due date, 50% of deposit paid will be refunded less £20 administration.
- Cancellation 14 days or less no refund of deposit.

Written proof of extenuating circumstances will be considered on any disputed refund.

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 monies paid.