



## 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](http://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. Awnings are permissible and inclusive of pitch price. **Gazebos are not permitted.**
- 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 number of 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 11.00 on day of departure.  
(or by arrangement with reception)

**Please do not rely on Sat Nav when towing caravans on our rural lanes. Suitable directions can be found on the website <https://www.postonmill.co.uk/location/>**

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 and will be logged on your account. A cancellation letter will be posted or emailed to you.

Cancellation charges apply if you request your deposit/payment returned.

- Cancellation 28 days, or more before due date, full repayment of funds held less a £25 administration charge, (funds held can be carried forward to a subsequent booking, no fees applied).
- Cancellation 14 to 28 days before due date, 50% of funds held will be refunded less £25 administration. (funds held can be carried forward to a subsequent booking, no fees applied).
- Cancellation 14 days or less no refund of deposit.  
(funds held can be carried forward to a subsequent booking, no fees applied).

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.

Names & addresses will be stored on computer for administrative purposes and for future distribution of in house advertising. We do not sell data to third parties.

The Proprietors reserve the right to amend, add to or waive any of these terms & conditions, to make price changes without notice & to refuse a reservation.

ANY PERSONS IN BREACH OF THESE BOOKING TERMS & CONDITIONS, SITE RULES OR WHO BEHAVE IN SUCH A MANNER AS TO CAUSE OFFENCE TO EITHER OTHER VISITORS OR STAFF MEMBERS MAY BE ASKED TO VACATE THE PARK, TOGETHER WITH ALL MEMBERS OF THEIR PARTY, WITH NO REFUND OF FEES PAID.