

POPPYLAND TOURING PARK

TERMS & CONDITIONS OF BOOKING



Please note that in making a booking you agree to be bound by our Terms & Conditions of Booking and agree to abide by the rules of the park.

Deposits are taken to secure bookings, act as a booking confirmation and form a legal contract.

Contact details will be taken at the time of booking. The information you provide will not be sold, rented or shared with any third parties.

Pitch Fees are per night and include up to 2 adults, 1 x unit, 1 x vehicle and include 16 amp electric hook up. We do not charge for awnings/canopies, pup tents, utility tents or dogs (max 2 dogs per pitch – details below). Please see our Tariff for Additional overnight adults fee and additional vehicle fee.

Requests for a particular pitch will be met if at all possible however, at busy periods or due to unforeseen circumstances, specific requests **CANNOT** be guaranteed.

Awnings/Canopies/Pup tents/Utility tents - must be erected on the shingle area of the pitch and must not overspill onto the grass. (Please see below with regards to electrical appliances in awnings.)

Electric Hook Up (EHU) – hook up points are 16 amps.

All electrical equipment you bring to use at Poppyland must be in good safe usable condition.

Please inform us if you experience any problems with the site electric hook up supply, you must not attempt to rectify the problem yourself.

The EHU is for your caravan and caravan accessories only. The charging of electric vehicles is **NOT** permitted.

Electric heaters are **NOT** permitted in awnings.

Domestic electrical appliances such as fridges, freezers, air con units and dryers are **NOT** permitted in awnings. There is a fridge and freezer in the portacabin for campers use.

No form of ehu splitter is permitted on site. Splitters bypass the caravan residual circuit breaker (RCD) and are liable to overload the ehu.

Deposit payments secure bookings and are non refundable if less than 30 days notice is given of a cancellation.

Cancellations – when a pitch is booked and deposit paid we reserve that pitch so it cannot be booked by others. If a guest is not able to honour their booking and gives less than 30 days notice to cancel we are unable to refund deposit payments.

Where 30 days or more notice is given to cancel a booking then a refund can be issued. Alternatively, the deposit payment can be transferred to an alternative date within the same year (subject to pitch availability).

Where less than 30 days notice is given, if we are able to re-let the booking in full, we will either transfer your deposit onto another booking within the same year or issue a refund.

All refunds are subject to a £10 admin fee.

Cancellations must be notified by telephone call to Poppyland on 01263 834 005.

Poppyland strongly recommend guests take out suitable holiday insurance to cover cancellations.

Arrivals – 12 noon onwards

Departures – by 11am

Early Departure - if you decide to leave your stay prior to departure date no monies will be refunded.

Adult (18+) Day Visitors – see Tariff.

Please inform Billy or Pam **prior** to your visitor arrival.

Maximum of 1 vehicle/4 people per pitch at any one time. Visitors must depart by 10.00pm and abide by the rules of the park.

All proceeds from Day Visitors are donated to charity.

Dogs – a maximum of 2 non aggressive well behaved dogs are very welcome at Poppyland.

We truly do welcome dogs at Poppyland but sadly some owners let the side down which has necessitated the following rules:

- Dogs must be kept on a lead at all times, including on your pitch, and exercised off the site.
- Any fouling must be cleared up by the owner.
- When tethered outside caravans the tether length must not enable the dog to encroach upon adjacent pitches or be a trip hazard to passers by at the front of pitches.
- Dogs must not be left unattended at any time unless by prior arrangement with Billy or Pam **and** a mobile contact number supplied.
- Please do not allow persistent barking (obviously occasional barking is unavoidable)
- Dogs must not be walked around the perimeter behind caravans for toileting.
- Dog pens are permitted, however, must be of sturdy construction, escape proof and erected on the shingle area of your pitch only. (with the exception of seasonal pitches where the pen is permitted on the grass).

Wifi – Wifi is provided by a company called Camping Connect. Vouchers to connect to the Wifi system can be purchased from Poppyland for a small 1 off payment (see Tariff).

Vouchers activate Wifi on 1 device and are valid throughout the duration of your stay.

Please be aware we are situated in a rural location and the surrounding infrastructure may not be as fast and reliable as you enjoy at home. We do not have the luxury of superfast fibre optic cables and as a result there is limited bandwidth on site. To ensure the internet is enjoyable for everyone please refrain from prolonged heavy use activities such as downloading large files, streaming videos and internet television.

Speed Limit – the onsite and driveway speed limit is **5 mph** and must be adhered to.

Noise Levels – please respect the quiet atmosphere on site.

All noise must be kept to an absolute minimum after 10.00pm so as not to disturb other guests and neighbouring properties.

Drones and powered model aircraft/cars must not be operated on site.

If you leave an audible alarm switched on when you are off site you must supply a mobile contact number so that you can be contacted in the event the alarm is triggered.

BBQ's – are permitted but must be raised off the grass and must not be left unattended.

Disposable bbq's must be completely extinguished and cold before placing in the Black dustbin on the driveway.

Firepits, Bonfires, Fireworks & Chinese Lanterns are **NOT** permitted.

Drains – you **must not** introduce any of the following items into the drainage system:

Baby/disinfecting wipes, moist toilet tissue wipes, feminine hygiene products, cotton balls/buds, paper kitchen & hand towels, cooking fat, grease, engine oil.

Grey Waste Water – must be collected in a suitable container and disposed of at the Disposal Point, NOT emptied into the bushes.

Supermarket Deliveries – Poppyland must be informed **prior** to supermarket delivery vehicles entering the site.

Breakdown Recovery Vehicles – Poppyland must be informed **prior** to breakdown recovery vehicles entering the site.

FIRE & Medical Emergency – in the event of a fire, raise the alarm by ringing the fire bell.

There are two fire bell/extinguisher points clearly visible on site.

One is situated at the top of the site, the other at the bottom of the site along with a further extinguisher and fire blanket situated in the cabin.

Dial 999 and then inform Poppyland of the emergency.

The Fire Assembly Point is situated beside the garage in the Car Park.

Please familiarise yourself with the Fire Precaution and Fire Action notices displayed on site.

Please inform Poppyland if you have called an Ambulance so we can look out for them and quickly direct them to your pitch enabling you to remain with the casualty.

Liability – you are responsible for securing your property. The site and its facilities are used entirely at the guests own risk.

Poppyland proprietors accept no responsibility for theft, damage or injury to person or property whilst on site.

On Site Facilities - we will try to ensure that all services and facilities connected with the site are available to you during your stay. If services and facilities are not available due to circumstances beyond our control no liability will attach to us and you will not be entitled to a refund.

We reserve the right to terminate the agreement/booking without refund if the behaviour of any guests is considered unacceptable or failing to abide by these Terms & Conditions of Booking.

We thank you for choosing Poppyland as your holiday destination and hope you have a very enjoyable stay with us.

Billy & Pam Bowles 

Tel: 01263 834 005

www.poppyland.com