

Quarry Walk Park

Before making a booking or purchase please read these terms and conditions.

COVID-19 Postponement and cancellation

Any bookings made after the 11th April 2022 will not be included in our COVID cancellation policy. Please refer to the standard terms and conditions for your booking. Any bookings made before 11th April 2022 may be transferred to an alternative date if the confirmation of a positive PCR test is received by us within 5 days prior to your arrival.

Making a Booking

When you make a booking you are accepting, on behalf of your party, the terms of these booking conditions. You as the party leader are responsible for making payments due to us. A binding contract comes into existence once we have received your deposit and we have issued a hire invoice. The contract shall be deemed to have been made by our offices and be subject to English Law. We agree to submit any dispute to the exclusive jurisdiction of the Courts of England and Wales. In all cases these booking conditions form the basis of your contract. We advise you to take out your own personal holiday insurance before making any bookings. You must check your hire invoice and booking acceptance as well as any other documents we send you carefully as soon as you receive them. If any of the information is incorrect you must notify us within 48 hours of making your booking. We regret we cannot accept liability if we are not notified within 48 hours of us sending the documents out.

Payment

A non-refundable deposit of 40% is required on all bookings. The full balance of your booking is required 60 days before your arrival date. Failure to pay your remaining balance will result in the cancellation of your booking. Prices include VAT (where applicable), taxes are at the rate applicable at the time of printing and are subject to change if the rates or application of the tax changes. Our hire invoice and booking acceptance is not a VAT invoice. We keep the prices under constant review and the prices of unsold arrangements may be increased or reduced at any time.

Checking in and out

Lodge and Log Cabin check-in time is from 4pm and check out is 10am on the day of your departure. Bluebell Glamping Pod check-in time is from 3pm and check out is 10am on the day of your departure. Self check in is available for all glamping pods up until midnight, please check your email on the day of arrival for your instructions. Caravan check-in time is from 12pm and check out time is 11am on the day of your departure. If you wish to check in after 5pm please call the park on 01538 723412 to make your check in arrangements. The very latest check in time for lodges & log cabins is 8pm. A £100 card pre-authorisation must be taken prior to check in and will be used as a security deposit for any damages or loss of keys. If you choose to depart outside of reception hours then please use the barrier fob first then post your keys through the letterbox. Check in times are subject to unavoidable delays.

Cancellation or changes by you

Telephone us immediately if you have to cancel your booking quoting your invoice number. The below refund will be given depending on the date of cancellation: More than 60 days before arrival: 60% of total booking amount 30-59 days before arrival: 50% of total booking amount 8-29 days

before arrival: 30% of total booking amount 7 days or less before arrival: no refund will be given. All bookings are nontransferable. We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us. We are only responsible for any additional losses if you were entitled to cancel because we were in serious breach of our obligations to you and the losses were both directly caused by our breach and reasonably foreseeable by us when the booking was made.

Cancellation or changes by us

If for any circumstances of 'force majeure' we may have to cancel your booking. If we do this we will tell you as soon as possible and offer you an alternative accommodation or a change of date in the next 12 months. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation. Such circumstances include but are not limited to the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfied standard before the start of your holiday) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond our control.

We do not expect to have to make changes to your booking. However, sometimes problems happen, and bookings have to be changed or mistakes corrected. If we do we will contract you as soon as is reasonably practical. We will explain what has happened and let you know about the change. However we will have no further liability to you.

Activities and Facilities

We reserve the right to alter or withdraw amenities, facilities or any activities without prior notice where reasonably necessary due to repairs, maintenance, weather conditions and circumstances beyond our control.

Visitors

You may book in up to 3 visitors to the site per day. All visitors must report to reception on arrival and are charged at £10 per day for adults and £5 per day for children under 16 years old. We do ask that all visitors must leave the site by 11pm and are best to park any vehicles at reception unless you are not using your parking spaces at your accommodation. Please use your barrier fob if your guests wish to depart after 5pm. We reserve the right to ask any visitors to leave the site immediately if they do not comply with the site terms & conditions.

Your Behavior

We reserve the right to refuse to handover accommodation keys, ban from entry or remove from the accommodation without any right to a refund if the unreasonable behavior of anyone in the holiday party is likely to cause offence, impair the enjoyment, comfort or health of other guests or members of staff. Unnecessary noise or any behavior likely to cause annoyance to other guests of any kind is not permitted, we ask all outside noise to be kept to a minimum after 11pm. You and all members of your party agree to keep the property clean and tidy and to leave the property in a similar condition as you found it and dispose of all rubbish in the outside bins. Deep clean charges may apply if the accommodation is left in an unacceptable condition or items such as carpets need cleaning.

Damage to Accommodation

You are liable to us for any damage caused in the accommodation during the period of hire. You will find a breakages list in your welcome folder detailing charges for kitchen crockery and glasses. We have the right to enter any accommodation (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). Smoking (including of e-cigarettes) is strictly prohibited inside the accommodation. A charge of £100 per room will be applied if there is evidence of smoking in your accommodation.

Party Type

The total number in your party must not exceed the capacity of the accommodation as advertised by us. Children under 2 may or may not be counted as a member of your party depending on your accommodation. At least one member of your party must be over the age of 21. The park is suitable for families and couples, we do not take any single sex group bookings including hen parties, stag groups.

Your Pet

You must tell us you are bringing any pets and pay the appropriate charge when you make your booking. Please bring your pet basket with you and ensure your pets do not lie on the bedding, soft furnishings or sofas. Pets must not be left unattended in accommodation or elsewhere and must be exercised on a lead and with an adult. Pets are only allowed in designated accommodation and only two pets per accommodation. Animals other than dogs can only be accepted with permission from us first.

Wifi

Wifi is subject to availability and network conditions, and is provided for pleasure not for business. Due to the location of the accommodation bookings are not accepted if they are wholly reliant on the uninterrupted provision of Wifi. Download limits apply and are subject to charges.

Parking

Vehicles are parked at the owners' risk. We take no responsibility for damage caused to any vehicle whilst on the park or any contents. The park provides a car parking space for each lodge or pitch along with a car park for any additional cars. No vehicle movement is permitted onsite between 12am-8am, any vehicles needing to leave site during this time are to be left in the reception car park.

Liability

Except where otherwise specified in these Booking conditions we cannot accept liability for any damage, expense, injury, death or loss of nature what so ever suffered by any person(s) from any cause what so ever other than, in the case of proven negligence. This clause does not attempt to exclude negligence or breach of statutory duty.

Comments or Concerns

You must notify any short comings with your accommodation to us immediately so remedial action, if appropriate can be taken. If a significant problem is not resolved to your satisfaction please contact us during your holiday. You will find contact details in your welcome folder or on the reception door for out of hours.

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 or indicate as part of our online booking process. We may also disclose your data to CampStead Ltd who may contact you to process your booking.