

Wilson House Holiday Park Lodge Booking Terms and Conditions

The Park is strictly adult only.

The Park is accessed via a Number plate recognition barrier

Lodges will be available from 16:00 Arrive by 20:00 at the latest for the comfort of others on the Park. Lodges must be vacated by 10:00 on day of departure.

Payment: 25% non-refundable but transferable deposit on booking (unless booking on the £25 deposit offer), and the remainder six weeks before your arrival.

Unfortunately, we cannot guarantee to hold your booking unless we receive the balance of payment at least 6 weeks prior to arrival.

We are not able to accept bookings from single sex parties unless by prior arrangement, If we see a group forming, we will ask you to leave and there will be no refund.

Basic Cancellation policy: We are offering guests the opportunity to amend their booking free of charge up to 6 weeks before arrival. Our cancellation charges are as follows

Number of days before the start date of your trip that we receive your notice to cancel in writing to info@whhp.co.uk	Cancellation charge (In addition to any deposits or admin fees already paid)
42 days or more	FREE but no deposit refund
41 to 29 days	60% of the total accommodation cost
28 to 8 days	80% of the total accommodation cost
7 days or less	95% of the total accommodation cost

Enhanced Cancellation policy: If you opt for our £40 Cancellation policy our cancellation charges are as follows

Number of days before the start date of your trip that we receive your notice to cancel in writing to info@whhp.co.uk	Cancellation charge (In addition to any deposits, admin fees & cancellation fees already paid)
42 days or more	FREE but no deposit refund
41 to 29 days	0% of the total accommodation cost
28 to 8 days	15% of the total accommodation cost
7 days or less	30% of the total accommodation cost

All rubbish must be placed in the bins provided.

Maximum speed limit is 5mph.

Dogs must be kept on a lead at all times apart from the gated dog field area. Dog owners are

Only those persons listed on the booking form are entitled to occupy the accommodation allocated.

We cannot accept people working in the area as it is a holiday establishment. We reserve the right to deny access if our terms are not met.

Hot Tub Rules

- Do not have any electrical objects near the hot tub
- Please do not consume any alcohol, smoke or take drugs in the hot tub
- Avoid using any type of glass near the hot tub, the plastic glasses provided are suitable
- Do not use the hot tub if you have an infectious disease
- Swim wear is suitable attire, please don't get in with clothes, footwear, or any sharp objects
- Obviously do not jump into the hot tub
- Make sure you keep any animals away from the hot tub
- Please do not stand or sit on the hot tub cover
- If you're pregnant, have high blood pressure or have just done strenuous exercise you should not use the hot tub
- Its best to not use the hot tub alone
- Shower before entering the hot tub
- Please lift the cover the correct way and put it back on when you are finished
- We recommend not using the hot tub for more than 20 minutes at a time. Long exposures to high temperatures can cause high body temperature. Symptoms may include dizziness, nausea, fainting, drowsiness & hot tub rash
- Consult your physician before using the hot tub especially if you suffer from heart disease, diabetes, high or low blood pressure, a condition needing medical treatment
- If you don't look after your hot tub and we don't think it's safe for guests to go in we may empty your hot tub with warning. Any refills of hot tubs during a guests stay will incur a £50 charge for the time and chemical changeover

Park Rules

- All guests must be registered before arrival
- No guests under 18 years of age can pass the park barriers
- Please always be courteous of other lodge and touring guests

- All music played outside must be kept to a minimum and be off by 22:00
- Wilson house reserves the right to ask a guest to leave if a member of staff believes they are not conforming to the park or rules

Pet Policy

- Owners will ensure all vaccinations; flea and worm treatments are up to date
- When walking around the park, all dogs must be kept on a lead unless in the enclosed dog field
- Dogs must be regularly brushed as required, to remove loose hair
- Please don't allow your pets on furniture, in the bedrooms or left un-supervised
- Any pets will not be left un-attended in the lodge unless they are in a dog crat
- Any poo will be picked up and properly disposed of straight away.
- If dogs get wet on a walk, they will be thoroughly dried on arrival before entering your lodge.
- Properties will be left free of any dog hair or paw marks on departure day.
- Please note that should any additional cleaning be required as a result of non-compliance with our pet-policy, we will charge an additional cleaning fee.

All the information taken at the time of booking is collected for the purpose of processing your booking. As part of our ongoing monitoring and to help us improve the services we provide, we may disclose your data to CampStead Ltd who may contact you inviting you to complete a questionnaire regarding your stay at our park.

When making a booking you agree that you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.