



White Cottage Holiday Park– Terms & Conditions

Acceptance of your booking, on payment of the appropriate deposit, creates a contract between you and APN Leisure Ltd, White Cottage Holiday Park which is subject to the following booking terms and conditions which you will be deemed to have read prior to booking. Guests who have mobility or disability concerns are advised to consult our Accessibility Statement prior to booking.

1. Booking.

- Bookings are not transferable, unless agreed by the Park Manager.
- No Group bookings accepted through the website.
- Group bookings can be made directly with the Park Manager and at the discretion of the Park Manager.
- Admission is only permitted after registering at the arrivals board or reception.
- Under 18s must be accompanied by their parents or legal guardians.

2. Prices:

- The Park makes every effort to ensure prices displayed on this website are correct and up-to-date.
- However, we do reserve the right to change prices without prior notice.
- The price on which your booking is accepted is fixed for your stay, subject to:
 - – your unit or party being accommodated within the accommodation booked
 - – changes in government legislation, for example, a change to the rate of VAT (Value Added Tax) beyond the park's control.

3. Payment:

- Bookings may be made online or over the telephone or via Pitchup. All major credit and debit cards are accepted for payment of the booking deposit.
- The park does not charge credit card transaction fees.
- 20% of booking fee required at the time of booking.
- Balance payment due 30 days prior to arrival.
- Full payment is required if booked within 30 days of arrival date.



4. Cancellation or Amendment

- Cancellations or booking amendments received 30 days or more prior to your booked arrival date may be accepted subject to forfeiture of your booking deposit.
- Cancellations or booking amendments requested within 30 days of your booked arrival date may result in you having to pay the full price of your stay.
- Events such as vehicle break-down, illness or inclement weather which may result in delayed arrival, or failure to arrive, are not the park's responsibility and will result in the full price of your booked stay being due. We recommend you consider appropriate insurances to cover these possibilities.

5. Arrival

- All guests to phone contact telephone number upon arrival.
- Check-in time is 2.00pm.
- Please inform the park if you expect to arrive after 6pm.
- The Park is unable to guarantee accommodation on a specific pitch.
- The park manager reserves the right to refuse admission to the park.

6. Departure

- Pitches must be vacated by 11.00am, (10 am for the Luxury Glamping Pods and Shepherdess Hut) on the day of departure.
- Late departure, up to 17.00 (5pm), may be arranged with the warden , subject to availability on the pitch. Touring Park ONLY.

7. Vehicles

- One vehicle per pitch is permitted. Additional vehicles by arrangement.
- Commercial or sign written vehicles are not permitted on the park and must be parked at the entrance parking area.
- All extra vehicles to be parked at the entrance in the parking area.
- Vehicles are only to be driven by persons holding a full driving licence and valid insurance policy.
- The park speed limit of 10mph, must be observed throughout the park. Particular care is to be taken at the entrance to the park, and near the amenity building.



- Anyone exceeding 10mph will be asked to leave their vehicle at the entrance car parking area.

8. Noise & Games

- Loud music or rowdy behaviour is not permitted at any time.
- Ball Games and Kite-Flying are not permitted near to vans or pitches, Grass areas are available for this.
- Generators are not permitted unless by prior arrangement.
- Guests who cause nuisance and/or spoil the enjoyment of the park for other guests may be asked to leave the park without refund of the remaining period of the booked stay.

9. Dogs & Pets

- 1 Dog is included within the pitch price. Additional dogs (maximum 1) are permitted for an additional cost of £2.00 per night.
- Dogs must be kept on short leads or tie outs when not inside a caravan or tent.
- Pets other than dogs will need to be arranged with prior notice to the Park. APN Leisure LTD reserve the right to refuse any pet that is not suitable for the environment of the Park.
- Dogs and other pets may not be left unattended at any time.
- Dogs are to be exercised off the park to avoid fouling on the park. Guests are responsible for cleaning up after their pets.
- APN Leisure LTD reserves the rights to refuse admission to pets which are noisy, frightening or aggressive in anyway or ask pet owners to leave the park if the conduct of their pet does not comply with these requirements.
- 1 dog is permitted in the Pods,(2 on request for an additional charge of £25.00) but we ask that they do not sit/ sleep on the furniture. Please bring a blanket/Throw to cover the furniture.
- Pets are not permitted in the Shepherdess Hut.

10. Fires & Barbecues

- Open fires are prohibited anywhere within the park grounds.
- Barbecues are permitted but must be raised/on bricks away from grass, plants, trees and other combustible materials.
- No Disposable BBQS permitted on site.



11. Accidents & Insurances

- APN Leisure LTD, its managers and employees cannot be held responsible for personal injury or loss incurred within the park grounds however caused.
- Caravans, vehicles and tents are brought onto the park at the owner's risk. No responsibility is accepted for loss, damage or injury on the park, however caused.
- Guests warrant that they have appropriate and current insurances for their vehicles and any activity which they are likely to undertake within the park grounds.
- Any accident or incident which occurs within the park grounds must be reported and recorded at reception.

12. Visitors

- Visitors are welcome to visit guests during opening hours 08.00 – 20.00 (8am-8pm).
- Guests are responsible for the conduct of visitors whilst on the park.
- Any Visitor that is not on the original booking form found staying on the Park will be asked to leave along with the full booking.
- We do not allow anyone to use or visit our Park who is a convicted child sex offender or subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Sexual Risk Order or Child Abduction Notice.

APN Leisure LTD reserve the right to refuse admission or ask any guest failing to comply with these rules to leave the park immediately without refund.