

Terms and Conditions for Static Caravan and Glamping Pod Hire

**PLEASE READ THESE CAREFULLY
BY MAKING A BOOKING YOU ARE DEEMED TO HAVE ACCEPTED THEM**

A non-refundable deposit of 50% is required at time of booking. The balance is due 28 days prior to arrival date, if booked with 28 days of arrival full payment shall be required at time of booking. Failure to settle an outstanding balance may result in your booking being cancelled.

In the unfortunate event that you have to cancel your booking, our cancellation policy is as follows:

- If cancelled within 14 days of your arrival your booking not refundable.
- If cancelled more than 14 days before your arrival your deposit is non-refundable.

The Static Caravan/Glamping Pod shall be ready for you at 3.00pm on the day of your arrival and must be vacated not later than 11.00am on day of departure.

1. Bookings cannot be accepted for hen/stag parties or under 18's
2. Any booking, which is not occupied by 7.00pm, on the day of arrival, maybe allocated to another customer unless prior notification of the late arrival has been given to the warden. Ring 07786 885 435 or email wardens@adencaravanandcamping.co.uk
3. It will not be used for sleeping more persons that the number of berths indicated by us i.e. 4
4. Only 1 car parking space available per unit.
5. There is a strictly no smoking policy in the Static Caravan and Glamping Pods.
6. Pets are welcome in the Glamping Pods (small fee will apply) but only assistance dogs in the Static Caravan.
7. All dogs must be kept on leads at all times out with pod/holiday home. It is the owner's responsibility to clean up after their pet, using the bins provided. No dogs are allowed in the facility block (with the exception of assistance dogs). There is a designated dog exercise area in Aden Country Park. Free poo bags available at reception.
8. The Park barrier will be locked from 10.00pm to 7.00am daily.
9. All vehicles must comply with the Caravan Park speed limit (5mph).
10. Children are the responsibility of their parents or guardians at all times, and must be supervised so that they are not in danger or nuisance to themselves or others.
11. Children must not ride bicycles/scooters so as to cause damage or nuisance to others and are not permitted to be used in areas around the reception and facility block.
12. Water balloons should not be filled from within the facilities block. Please ensure that all water balloons are picked up after use and disposed of properly. They are a danger to local wildlife.
13. Ball games and others involving balls or other projectiles must not be played near any caravans/tents/Pods.
14. No open fires, fireworks, Chinese lanterns, firearms, air rifles are permitted onsite.
15. The hirer is responsible for the conduct of his/her guests and family and shall take steps to ensure that their behaviour does not cause a nuisance, inconvenience or disturbance to other occupiers or cause damage to property belonging to the park proprietor or such other occupiers.
16. Please respect the privacy of other site users and keep noise to a minimum, particularly between the hours of 10.30pm and 7.00am daily.
17. Alcoholic drinks may only be consumed in and around the immediate vicinity of your hire or in which you are a guest. No drinking is allowed in the communal areas of the Park.

18. We operate a zero tolerance policy on abuse (physical or verbal), violent or threatening behaviour towards all our staff.
19. All property which is brought onsite is at owners own risk. BDi shall not be responsible for any damage, loss or theft from any caravan, awning, tent, vehicles, goods or injury whatsoever to any person staying or visiting the park however caused or sustained.
20. All guests are expected to use the Static Caravan/Glamping Pods with care and will be liable for any loss or damage to the either the structure or contents.
21. The hirer is required to report any loss or damage to the Static Caravan/Glamping Pod, or equipment during their occupancy to the Warden.
22. Refuse from the Static Caravan/Glamping Pods must be deposited in the waste and recycling bins which are situated onsite.
23. The Static Caravan/Glamping Pods must be left clean and tidy on departure. We reserve the right to make additional charge for the extra cost of cleaning incurred by us if not left in a satisfactory condition.
24. Please inform us as soon as possible if you have an issue with your accommodation or if you find that anything is faulty with the accommodation that needs our attention.
25. The warden or any other agent of BDi reserves the right to remove from or prevent access to the site, any person(s) in serious or persistent contravention of these terms and conditions.

IN THE EVENT OF AN EMERGENCY PLEASE CALL 999 FIRST THEN ADVISE THE WARDEN.