

Terms and Conditions

South Lytchett Caravan and Camping Park Ltd



South Lytchett Manor Caravan and Camping Park Ltd is a holiday touring park solely for caravans/trailer, tents/tents/motor caravans or Dorset glamping holidays. Guests must be bonafide holidaymakers and stay for holiday purposes only. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

We reserve the right to ask guests who contravene these Terms and Conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately with no refund. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

Coronavirus (COVID-19) –As of 23rd March 2020, South Lytchett Manor is closed for business in line with government advice. Please note we cannot offer full refunds as we anticipate widespread disruption in our industry and need to take actions that will allow us to remain sustainable and protect our employees. As this is an unprecedented situation and is neither a cancellation of the booking by us or indeed by yourselves but rather a consequence of force majeure, we are working together with guests to achieve a happy outcome in these rapidly changing circumstances. If you would like to make a booking for later in the year, please do note that while your £50 deposit will remain non-refundable, if the Coronavirus lockdown continued longer than expected and you were unable to holiday with us as planned, we would move your booking to a date in the future free of charge at your discretion of dates within reason in 2020 or 2021 season and subject to availability. If COVID-19 is not the reason for the amendment, then normal terms and conditions apply.

Access Statement and policy

We seek to provide the very best service to all our guests and have a specially prepared Access Statement available which describes the facilities we have to offer on the park. This is available on our website, large print copies are available.

Booking conditions

We cater for families and couples and do not accept bookings from hen and stag parties or similar parties of three or more persons. We also reserve the right to refuse any booking. The person who makes the booking warrants that the party will not exceed the numbers stated on the booking.

This Contract

This contract is with South Lytchett Manor Caravan and Camping Park Ltd. Please check your confirmation carefully to see that it reflects your wishes. Please inform us of any discrepancy or queries relating to terms and conditions within 24 hours of receipt.

The terms contained in this contract do not affect your statutory rights.

The Price of the Holiday

Once you have made your booking and paid a non refundable deposit of £50.00, or the price of your holiday if less than £50, the charges relating to that holiday will not be subject to any change unless the rate of VAT changes. The balance of the price of your holiday must be paid at least 28 days prior to your arrival date (a reminder will be sent to you only if you provide a valid email address on booking). If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit. However, every effort will be made to contact you before cancellation.

Cancellation of the Holiday by you

You may cancel your holiday at any time. Cancellation will be effective on the date it is received by us. However, cancellation charges are payable as follows:

More than 28 days before arrival	£50 deposit or the total price of your stay if less than £50
28 to 7 days before arrival	70% of total holiday excluding deposit
7 days and under before arrival	100% of holiday cost

Please ensure you have suitable insurance to cover cancellation or financial loss.

Change or cancellation of the Holiday by us

If we are unable to provide the booked holiday and have we had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. If we are forced to close through circumstances outside of our control, including but not limited to such circumstances as

war, threat of war, riot, terrorist activity, natural or nuclear disaster and fire, a credit note or alternate dates will be offered.

No show

If you fail to arrive on your due date and have not contacted us by 11am on the day after your arrival date we will cancel your booking and reserve the right to resell your pitch. No refunds or date changes will be offered in these circumstances. However, every effort will be made to contact you before cancellation.

Arrival and Departure

The earliest arrival time for touring and camping pitches is 12:00pm, Romany Caravans and Shepherd Huts 14:00pm. You may be able to arrive later than 6pm, but prior arrangement must be made with the site. All pitches including Glamping must be vacated by 11:00am on the day of departure. Enquiries about early arrival/late departure must be made directly to site. Additional charges may be incurred.

Holiday Behaviour Standards and Termination

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.
- To supervise children so that they are not a nuisance or danger to themselves or others.

You further agree that you will not:

- commit any criminal offence on the Park or undertake any criminal activity
- commit any acts of vandalism or nuisance
- keep or carry any firearm or any other weapon on the Park
- use any unlawful drugs
- create any undue noise or disturbance

The lighting of fires is strictly prohibited, anyone breaking this rule will be asked to leave the Park. Strictly no Log burners, Fire baskets or Chinese lanterns.

Our Park rules are available online at www.southlytchettmanor.co.uk, or by request and posted within the Park.

Additional Terms and Conditions relating to Glamping - Romany Caravans and Shepherd Huts

No Smoking Policy

By law, there is a strict No Smoking policy in all our Romany Caravans and Shepherd Huts. Cigarette disposal units are situated outside the reception office and facility blocks. Anyone smoking in any of the units will automatically be charged £200 due to cleaning charges and loss of use.

Pets and Allergies

Two of our Romany Caravans and three of our Shepherd Huts are pet friendly. Please advise us of any allergies on booking.

Naked Flames

Naked flames are not permitted in any Romany Caravan or Shepherd Hut. This includes but is not limited to candles, lighters and matches. No flammable liquids or equipment is allowed into the caravan at any time.

Following Departure

Following your departure, we will check the Romany Caravan and/or Shepherd Hut and if it is found to be in a poor state through cleanliness or damage, we reserve the right to charge you additional fees to cover the cost of cleaning or repairs.

If You Are Unable To Comply With The Terms And Conditions, You Must Contact Us Within 24 Hours Of Receipt Of Booking Confirmation.