

## Booking Conditions:

- Camping & Touring Pitches are available from 2pm on day of arrival unless you have booked the night before, then you can arrive earlier should you wish but no earlier than 7:30am as the gates are alarmed from 11pm until 7:30am. Arrivals with a manned reception are available up until 6pm.
- **NO sign written vans or commercial vehicles are allowed** onto site as we are a leisure holiday site.
- Camping & Touring Pitches need to be vacated by 11am on the day of departure – late departure may be possible but please request this at check in or as soon as possible after.
- Glamping units are available from 3pm on day of arrival & departure time is 10am.
- **The Glamping area is strictly Adults Only and No Dogs.**
- If you have booked the glamping units and have friends on site who are also camping or have their caravan on site please arrange to meet at their pitch and not around the glamping to maintain the peace & quiet that people book for; the glamping shower & kitchen facilities are for glamping guests only and the hot tubs are only to be used by the couples hiring the glamping unit your understanding is appreciated.
- For arrivals between 6pm and 8:30pm we ask for an ETA either with a polite phone call or text so we can arrange for a member of staff to be available. **A surcharge of £5 per booking is applied for arrivals between these times** to cover for out of hours staff costs.
- **Strictly no arrivals after 8:30pm** – this is to maintain the peace and quiet for all and to keep traffic on the internal site roads to a minimum especially for parents of young children. We are a small family rural country site and not a commercial site. In the event of extreme circumstances this can be at the duty manager's discretion but would be for caravans with no awning or campervans and not tents. Please be aware of this before starting your journey and please communicate clearly your arrival time to avoid disappointment or refusal of entry. For long journeys or where road conditions dictate it would be better to break your journey to arrive early the next day.
- There is ONE late night parking bay for a caravan or motorhome for arrivals between 8:30-11pm with no staff check-in or access to site and tents may pitch in an adjoining field but would then have to relocate the next day – these would be in extreme circumstances ONLY where road delays have occurred outside anyone's control and not because you left work late or stopped off to eat etc
- Bookings are accepted only for the party named and not transferable.
- On arrival, please declare all family members, cars, tents and gazebos etc and for any discrepancies found, immediate payment must be made. The company reserve the right to cancel or terminate a holiday where the client has failed to disclose all material facts as required.
- Once you are checked in onto site your pitch will be allocated, you can request a particular pitch & we always do our best to help & accommodate where possible, but no guarantees are given that it will be available especially in peak high season dates, your understanding is appreciated.
- All visitors (up to a **max of 4 per pitch per day**) must report to reception to sign in for our site & guest security and in the case of fire & evacuation. They will be asked to log their car registration number and pay the **daily visitors fee of £4** for which they can stay & park on site for the day and use the facilities as your guest. (Any children can visit for free up to age 14). **All day visitors must leave the site by 8:30pm or pay the appropriate overnight fee.**
- All booking amendments & cancellations carry a £15 admin fee.
- The booked pitch must be left clean and tidy for the next people and all large bulky items taken with you and not left in the recycle area (under FULL CCTV).
- Site rules must be adhered to, with particular regard to children and dogs (please see Site Rules to familiarise yourself with our expectations – thank you)
- *All hirers of firepits will be required to sign a hire contract on check in before fire pits can be delivered to your pitch.*
- Cheques are not accepted as a form of payment on site.
- Please only book and pay for your intended nights stay, as there will be no refunds due to weather conditions or any other reason.
- Group bookings are NOT accepted at the Dorset Hideaway we only accept individual bookings