

CONDITIONS OF BOOKING

1. This contract is with John and Anne Hancock. A contract exists as soon as we have issued our confirmation to you and you should please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours.
2. The Pine Lodge or caravan must not be occupied by more than six persons (including babies in cots) at any one time. (In the case of two bedroom lodges/caravans, maximum occupancy is four persons). Please notify Swallow Tree of any alteration to the list of party members shown overleaf.
3. It is essential that visitors leave their accommodation in as clean and tidy a condition as it was found with crockery washed and put away, and rubbish taken to the central disposal area. Any damages or breakages must be reported and paid for before departure. Without your co-operation it is impossible to maintain standards throughout the season. Therefore, please accept that we will impose a charge to cover cleaning or damage where this condition is ignored.
4. Dogs are only accepted in specific 'dog friendly' units. One small dog no larger than a Spaniel in all but peak weeks, additional charges apply. You will be asked to vacate immediately if it is found that a pet is present in any other unit.
5. We are not responsible for any loss or damage to your property by theft or otherwise or for personal injury. This does not however affect your rights if loss or damage or personal injury occurred through fault on our part.
6. CANCELLATIONS. Please see our Cancellation Policy. You are strongly advised to take out cancellation insurance.
7. On arrival a car park will be allocated to you. This must be strictly adhered to. Cars are permitted on grassed areas only with the express permission of the park staff. In all but the most inclement weather, cars are allowed alongside caravans for unloading/loading, but at all other times cars are not to be driven or parked on grassed areas. Where visitors request two parking spaces for one unit, the second will not necessarily be in the nearest car park.
8. Many visitors ask if they could be allocated a particular pitch. Any such request must be made at the time of booking and noted on the booking form, and whilst we will make every effort to meet your requirements, unfortunately your preference cannot be guaranteed.
9. If you are not happy with any aspect of your accommodation or the service provided by Swallow Tree, please contact reception immediately so that we have the opportunity to investigate and rectify the situation. If you do not follow this simple procedure we cannot accept any liability.
10. Please note: any personal property left behind and not claimed within 28 days will be donated to charity. A charge depending on postage and packing cost will be made to return lost property.
11. Swallow Tree may at any time withdraw all or part of the facilities if it is deemed necessary for repair, maintenance or alteration for safety reasons.
12. Every care has been taken to ensure that the facts in this brochure are correct at the time of printing. Nevertheless, amendments can occur so it is advisable to contact Swallow Tree before making a booking for up to date information.
13. 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. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.
14. We cater for families and couples and do not accept bookings from all male or all female parties of three or more persons. We also reserve the right to refuse any booking.
15. The balance of the price of your holiday must be paid at least 6 weeks before the start date. If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit.
16. 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 includes a copy of our Terms and Conditions and a booking form, both in large print. If you would like a copy, or wish to discuss any other special needs please contact us.
17. Check in time for the lodges is 3.00pm and for the caravans 4.00pm. Departure time from all accommodation is 10.00 am.

The information supplied in the booking form will be stored on our computer for administration purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on our park. If you do wish to receive any communications from us please tick the box below for the purposes of the DATA PROTECTION ACT 1984. Your signing of this form signifies your assent to these terms.

I would like to receive any news or offers from Swallow Tree.

I have read and I agree to the conditions of booking and confirm that I am authorised to accept them on behalf of all persons included in this booking.

Name.....

Signed.....