

Our Touring Park guidelines

Full payment for the total length of your stay is required before setting-up camp.

No recreational vehicles or tents may be pitched without first obtaining permission.

To ensure compliance with the terms of the touring park licence, guests are asked to observe instructions, given on their arrival, regarding the placement of vehicles, awnings and camping units on their pitch. Transit vans (or similar size) must not be parked on pitches, please park them in the parking area after unloading which is located the other side of the security barriers, to avoid obstructions on the park.

ARRIVAL AND DEPARTURE

- Guests are welcome to arrive and pitch between 1pm and 8pm. Any arrival prior to 1pm must be agreed with us when booking. Guests arriving after 8pm are asked to park in the dedicated late arrivals parking.
- Guests are kindly asked to depart between 8am and 12pm. Any departure outside of these times must be agreed with us beforehand please.

ACCESS DURING YOUR STAY

- Barriers to the touring park close at 10pm and re-open at 8am. Movement of vehicles on the touring park is not normally permitted between those hours. Anyone wishing to enter or leave the park when the barriers are closed may park in the spaces provided outside of the barrier. In an emergency, you may contact the duty warden for the barriers to be opened.
- Blakemere Village is out of bounds to touring park guests after the Village closes at 5pm, with the exception of a direct route to and from the restaurant when it opens in the evening.
- For safety reasons, for example very boggy conditions, guests are not permitted to enter the heavily wooded areas immediately adjoining the touring park.

COURTESY TO OTHER GUESTS

- In consideration of everyone staying at the site, guests are asked to avoid excessive noise with radio, TV's and phones turned down at all times please. Quiet time on the park is 10pm until 8am. We also ask that no vehicles are moved between these times.
- Abusive and/or drunken and disorderly behaviour will not be tolerated, and the management reserves the right to request guests to leave in these circumstances.
- No generators are allowed at any time.
- Cycling is permitted only on the one way road system at walking pace. Anyone cycling over the grass or around the reception or amenities block will be asked to dismount.

REGULATIONS

- Smoking is not permitted in any of the site buildings. Campers are advised not to smoke in tents or awnings. Smokers must dispose of cigarette butts appropriately.
- Please do not leave refuse outside, including by or in tents or awnings, as this can attract vermin. Please use the bins provided.
- Open fires of any description are not allowed on the site.
- BBQ's are allowed but must be kept off grass and lit in an appropriate container. No fuel other than BBQ coal is permitted. All BBQ's must be extinguished by 10pm.

- The speed limit on the park is strictly 5mph, please follow the one way system.
- Please adhere to our rules and regulations for the play equipment as displayed in the play area.

DOGS

- Dogs are allowed on site up to a maximum of 3 per pitch, but they must be kept under control and on a lead at all times. It is the dog owners responsibility to 'pick up' after their dog and to use the disposal bins provided.
- Dogs are not allowed on the ball games field and, other than guide dogs, are not permitted to enter any of the site buildings.

DISCLAIMERS

All property is left at owner's risk. Blakemere Touring Park will not be responsible for damage to, or theft of or from, caravans, tents and vehicles left on site. Blakemere Touring Park and its agents accept no responsibility for the safety of campers, or their equipment and personal effects. Campers using Blakemere Touring Park do so at their own risk.

Booking requirements

- All bookings are subject to agreement with our terms and conditions.
- Unfortunately, requests for specific pitches may not always be possible to meet.
- The online booking system is available for families, couples and singles requiring one pitch only.
- You will need to make direct contact by email or phone before booking if you are a group:
 - *A non-family group requiring one or more pitches*
 - *A group of families, couples or singles intending to stay on site at the same time.*
- The online booking facility is for families, couples or singles requiring one pitch only for up to 28 nights.
- All pitches must be occupied by at least one person aged 18 years or over.
- Note that the management reserves the right to refuse admittance of groups to the site if they have not had prior knowledge.

PAYMENTS AND DEPOSITS

- A 25% or £25 deposit, whichever is the higher, is required at the time of booking.
- Where the total cost of the booking is less than £25, the full amount must be paid at the time of booking.
- Any balance of payment is required a minimum of two weeks prior to arrival. This may be done at any time from the date of the initial booking, up to two weeks before your arrival.

CANCELLATIONS AND REFUNDS

- If you are unable to stay with us for any reason after having booked, please cancel your booking at the earliest opportunity by calling **01606 882822** or email enquiries@stayatblakemere.co.uk quoting your booking reference number.
- Provided you are able to advise us of a cancellation within 7 days of the cancelled date of arrival, your deposit can be held against another booking within 6 months of the cancelled date.
- Please note that no refunds can be given if you have to terminate your stay early.

If you have any queries regarding deposits or our cancellations policy, please call **01606 882822** or email: enquiries@stayatblakemere.co.uk