



WATERFOOT PARK

Waterfoot Park, Ullswater, Penrith
017684 86302 www.waterfootpark.co.uk

TERMS & CONDITIONS

Our aim is to provide a relaxed break for families and couples alike. To ensure the maximum enjoyment of your break and that of all our other guests, and to ensure the good management of the park and for the benefit of all who use it, the following Terms and Conditions are in place and these form the agreement between us for your occupation of a Wigwam, Hive, Cottage, or Caravan or Motorhome pitch on the park.

In these Terms & Conditions, the expression "you"/"your" means the caravan/motorhome owner and/or occupier and/or occupier of a Wigwam/Hive/Cottage, and the expression "we"/"us"/"our" means the park owner and/or manager.

We reserve the right to ask guests who contravene these Terms & Conditions or the Park Rules or, who in any other way are behaving in a manner likely to cause distress or nuisance to us or to any other visitors or customers of ours, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

1. BOOKING YOUR HOLIDAY

1.1 A deposit of £20 for touring (or the full amount where the total cost is less than £20), £40 for Wigwams, £100 for Hives or £150 for cottages will be requested on booking your holiday and the contract between you and us exists as soon as you have received confirmation from us that we accept your booking.

1.2 We accept most major debit and credit cards. Cheques may be made payable to Lake District Estates Co. Ltd.

1.3 The balance due is based on the information given at the time of booking, if for some reason this is incorrect then please inform the site office before your arrival to make sure that the changes are acceptable with the park and please note that this may alter the amount payable (e.g. extra adults, children, dogs etc. will affect the price).

1.4 The balance of the price of your holiday must be paid two weeks before arrival in the case of touring, Hive and Wigwam bookings and four weeks before arrival in the case of cottage bookings. If the balance is not paid when due, we reserve the right to cancel your holiday.

1.5 The person who makes the booking is responsible for the booking and warrants that they are over 21 years of age and that the party will not exceed the numbers stated in the booking [SEE 1.6 ABOVE].

1.6 Please see below our policy on group bookings.



WATERFOOT PARK

Waterfoot Park, Ullswater, Penrith
017684 86302 www.waterfootpark.co.uk

1.7 We reserve the right to refuse any booking.

2. ARRIVAL & DEPARTURE

2.1 All guests and visitors must report to reception on arrival as your pitch number or Wigwam/Hive/Cottage and directions to it will be confirmed to you at this point. If you are in any doubt whether you are on the right pitch/location please check with a member of staff. Any guest on the wrong pitch may be required to move.

2.2 Touring pitches are available from 1 pm on the day of arrival and must be vacated by 12 noon on the day of departure. Wigwams are available from 2.30 pm on the day of arrival and must be vacated by 10.30 am on the day of departure. Cottages and Hives are available from 3.30 pm on the day of arrival and must be vacated by 10.30 am on the day of departure. N.B. no provision can be offered for early arrivals.

2.3 The latest arrival time is 9pm. As a courtesy please inform the site if your arrival time is due after 6pm to allow for staff organisation.

2.5 Touring pitches, Wigwams, Hives and holiday cottages must be left clean and tidy and vacated by the times set out above.

2.6 Every endeavour will be made to allocate guests the pitch or unit of their choice however it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch or unit.

3. CANCELLATION POLICY

3.1 Cancellation of the booking by you.

You may cancel your holiday at any time. Cancellation will be effective on the date it is received in writing by us. However cancellation charges are payable based on the number of days' notice we are given as follows:

- No refunds within 2 weeks of arrival date for touring, Wigwam and Hive bookings.
- No refunds within 4 weeks of arrival date for cottage bookings.
- If you cancel more than 2 weeks before the start of your touring, Wigwam or Hive booking or 4 weeks before the start of your cottage booking you will forfeit an administration charge of £10 per booking and the balance will be refunded. Alternatively, the park can issue a credit note which will be valid for 12 months.

You may wish to buy holiday insurance for cancellations and for your property/injury whilst away.

3.2 Cancellation of the booking by us.



WATERFOOT PARK

Waterfoot Park, Ullswater, Penrith
017684 86302 www.waterfootpark.co.uk

If we are unable to provide the booked holiday and have to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

Except where the cancellation or change arises from an unforeseeable or unusual occurrence outside our control as described in the next section, we will pay compensation as follows:

Refund of deposit paid

Unforeseeable or unusual occurrences beyond our control include but are not limited to war, threat of war, riot, terrorist activity, natural or nuclear disaster and fire.

In the event that you are ejected from the park for a breach of one of the Terms and Conditions or Park Rules, no refund will be payable.

4. GROUP BOOKINGS

4.1 We cater for families and couples and do not accept bookings from hen or stag parties etc. We also reserve the right to refuse any booking.

5. VISITORS

5.1 Visitors must report to reception on arrival and must check-in. We reserve the right to refuse admission to anyone coming onto the park.

5.2 Visitors who stay overnight will be charged normal site fees.

5.3 Visitors must adhere to the Park Rules and are subject to the same ejection policy as guests.

6. BEHAVIOUR STANDARDS

6.1 You must act in a courteous and considerate manner towards us, our staff and other guests.

6.2 You must comply with the Park Rules which are available on our website or in printed form on request.

6.3 Children must be supervised properly at all times by a responsible adult so they are not a nuisance or danger to themselves or others. Children must not play in or around toilet blocks or between or near caravans or Holiday Homes. Any damage caused to park facilities or caravans will be the responsibility of the children's parents or guardians.

6.4 The play park closes at 9 pm or dusk (whichever is the earlier) and parents or guardians are responsible for ensuring that children return promptly to their accommodation after the play park has closed.



WATERFOOT PARK

Waterfoot Park, Ullswater, Penrith
017684 86302 www.waterfootpark.co.uk

- 6.5 Children must ride bicycles responsibly on the park.
- 6.6 Ball games are not permitted in or around the caravans only in the play park area
- 6.7 No music, singing or other noise which may cause a nuisance to other occupiers of the park shall be permitted between the hours of 10.30 pm and 8 am and at all other times we would ask you to be considerate and not cause or create any undue noise or disturbance.
- 6.8 You should leave the areas of the park, toilet blocks and accommodation that you have used in a clean and tidy condition.
- 6.9 Please place litter in the bins provided and recycle waste items wherever possible.
- 6.10 Groundsheets are only allowed on the grass pitches if they are perforated/breathable ground sheets and we ask that these be rolled up when possible and the awning skirts lifted during the day to allow the ground to breathe, especially when on grass for longer than two nights.
- 6.11 No firearms or offensive weapons are permitted to be kept or used on the park at any time.
- 6.12 The use of generators is not permitted.
- 6.13 Washing lines and rotary driers are only permitted if they are not visible by other guests on the park.
- 6.14 Customers must not put rubbish, detergents or any other material which might block the septic tank or sewage system, down the toilets. This would include but is not limited to household wipes, nappies and sanitary products; even if the manufacturer's information states that they are suitable for being flushed away. If you are in any doubt, please seek clarification as to whether it is acceptable to dispose of certain items down the toilets.
- 6.15 Campfires are not allowed on the park, and barbeques and chimeneas are only allowed if used on hard standing area (please do not place barbecues on the picnic benches or decking areas).
- 6.16 Anyone found to be damaging park equipment will be asked to leave immediately.
- 6.17 No logs, branches, twigs etc. may be removed for any purpose from any areas in the park as our wildlife relies on this as habitat.
- 6.18 All buildings and accommodation have a non-smoking policy and you must not smoke in or around any buildings and accommodation on the park.
- 6.19 You must not commit any criminal offence at the park or undertake any criminal activity.
- 6.20 You must not commit any acts of vandalism or nuisance.



WATERFOOT PARK

Waterfoot Park, Ullswater, Penrith
017684 86302 www.waterfootpark.co.uk

6.21 You must not use any unlawful drugs.

6.22 You must not carry on any trade or business at the park.

7. VEHICLES

7.1 All units and vehicles must be stationed or parked following the directions of our staff. Failure to do so may result in you being asked to re-site your vehicle or unit.

7.2 Commercial vehicles and vans are only permitted at our discretion.

7.3 The speed limit on the park is 10 mph or preferably less and this must be observed at all times.

7.4 All vehicles must conform to the Road Traffic Acts and must have current tax, MOT and insurance. The provisions of the Highway Code apply to all roads on the park.

7.5 No recreational vehicles (including but not limited to motorised scooters/skateboards and non-Road legal motorised vehicles) may be used on the park, with the exception of accessibility scooters.

8. DOGS

8.1 Well-behaved dogs only are permitted by prior arrangement with us. Such arrangements must be made at the time of booking. Please note that dogs are not permitted in some of the Wigwams, Hives and cottages.

8.2 Dogs must be kept on a short lead at all times and must not be left unattended on the park at any time.

8.3 Dogs must be exercised off the park and guests should use the exit from the park nearest their accommodation when doing so.

8.4 Dogs must not be permitted to foul the park however we are aware that 'accidents' do happen and you must clean up immediately if the animal defecates on the park.

8.5 The permission for a dog may be withdrawn at any time if the dog is, in our opinion, causing a nuisance on the park and if you are requested to do so by us, the pet must be removed from the park immediately.

8.6 No other pets are permitted on the park.

9. EJECTION FROM THE PARK

9.1 We reserve the right to ask any person who is in breach of any of these Terms & Conditions or any of the Park Rules or who in any other way behaves in a manner likely to cause distress or



WATERFOOT PARK

Waterfoot Park, Ullswater, Penrith
017684 86302 www.waterfootpark.co.uk

nuisance to us or 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.

10. LIABILITY

10.1 We accept no responsibility for any loss or damage that may occur to your caravan/motorhome, car or associated property whilst on the park, except where such loss or damage has arisen as a result of our negligence of a breach of our duty to you.