

Terms & Conditions

Conditions of Booking

We reserve the right to:

The price includes VAT at the rate 17.5% and Reedham Ferry Complex Ltd reserves the right to change prices in the event that the VAT rate changes.

The management accepts no liability for injury to persons or loss or damage to their property however caused unless it is demonstrably due to negligence on our part. We recommend that you insure your personal effects and cash in the normal way before coming on holiday.

Reedham Ferry Complex Ltd will not be held responsible for any damage or inconvenience caused by acts of god including extreme weather conditions.

At least one member of the party must be over 18 years old.

When you book, the deposit stated must be paid. For online bookings this is due immediately. If the cost of your stay is under £50 the whole amount is due.

Behaviour

All persons on the site must act in a courteous and considerate manner towards staff and other guests.

Your behaviour should not be excessive, noisy or disruptive, especially at night.

Offensive, aggressive, or abusive behaviour by anyone in your party will not be tolerated. Continuous bad behaviour will result in you being asked to leave the site. The police will be called if necessary.

There must be no acts of vandalism or criminal activity, or illegal drug use.

Cutting or damaging trees and other vegetation is strictly prohibited; this includes tying ropes around or driving nails into trees.

The management reserves the right to refuse or terminate a booking to anyone considered detrimental to the well being or comfort of other park visitors.

We have the right to cancel your booking or to instruct you and your party to leave immediately, without compensation or refund should you not comply with site rules, especially the regulations relating to behaviour.

Booking Amendment / Cancellation

If you are compelled to cancel your holiday you must notify us immediately by telephone. The deposit is not normally refundable, however if you feel you have special circumstances, it will be at the managers discretion whether the money is refunded. If not, the balance will just be refunded.

Leaving early - if for any reason you leave before the end of your stay, it is at the managers discretion whether a refund will be given.

Amendments to your booking can be made up to 3 days before the date of arrival, subject to availability.

In the event of non arrival, we reserve the right to re-let the pitch after 12 noon on the following day, unless notified otherwise.

Cancellation by us - we reserve the right to cancel your booking in the unlikely event of conditions beyond our control, and in this event, we will return the money you have paid or will offer alternate dates. We do not pay compensation..

Arrivals / Departures

You can arrive on site after 12 noon on the first day of the booking.

Pitches must be vacated by 11am on the day of departure, unless otherwise agreed.

Safety

You must obey the 5mph speed limit on the touring park.

Cyclists must give way to pedestrians.

Electric Hook-ups - supply is 240 volts / 10 amps (approx 2kws) and connectors must comply with British Safety Standards. The management do not accept any responsibility for any damage or accident arising from the use of unsuitable electrical equipment.

Barbeques

Open fires are not permitted and ground level barbeques must be placed on some bricks (next to the fire hydrants) to prevent damage to the grass.

Never leave a barbeque unattended.

Dogs

Dogs must be kept on a lead at all times.

Dog fouling must be cleaned up immediately. Dog bins are provided around the site.

The owner must take responsibility for the dog at all times

Access & Vehicles

At all times you must:

Observe the 5mph speed limit

Give way to pedestrians

Drive, Manoeuvre and park carefully

No Parking on roadways

No parking on other pitches

Security of your property

Your personal belongings are your own responsibility during your stay on the park. Any vehicle parked on our property is subject to very limited security cover. You must lock your vehicle and remove any valuables.

We accept no liability whatsoever for any accident, loss or damage to your property, unless such loss, damage or accident is demonstrably due to our negligence or that for whom we are legally responsible.

Reporting Procedure / Complaints

In order for us to rectify any complaints or concerns, please advise us immediately and we will endeavour to respond promptly. If a reported matter has not been resolved during your stay, please advise us in writing within 28 days of the end of your stay. Please note we are not responsible for any matter of which you were aware but did not bring to our attention during your stay.