

Booking Terms & Conditions 2022

How to make a booking.

You can book online at www.dowerhouse.co.uk or call us on 01953 717314. You will need your postcode and address, and a credit or debit card for payment of your deposit or balance. A booking confirmation will then be forwarded to you.

The minimum advanced booking is two nights EXCEPT during:

Easter Bank holiday – 4 nights with electrics

May Day & Spring Bank holidays – 3 nights.

August Bank holiday – 4 nights.

22nd July until 2nd Sept – 3 nights (except August Bank Holiday)

Please note that the above minimums may change subject to availability.

Terms and conditions for all bookings

- We strongly recommend guests make sure they have holiday insurance to cover any cancellation, as we do not offer a refund in all circumstances. You may find that you have holiday insurance as part of your home insurance or as a benefit of your bank account, for example.
- All bookings are non-refundable and non-transferable.
- If we are not able to honour your booking for circumstances within our control, then we will offer you the choice between alternative dates or a full refund.
- If we are not able to honour your booking for circumstances beyond our control or yours, eg weather conditions, then it will be our choice whether to offer you a selection of alternative dates or a full refund.

Payment terms and conditions for touring pitches

Pitches are available from 2pm and departure is 12:30pm.

No booking will be accepted unless accompanied by a deposit of £20 per unit, this deposit is none refundable. The balance must be received no later than 21 days prior to arrival. Reminders will not be sent. Failure to pay the balance by the due date may result in the booking being cancelled and the pitch re-let.

Payment terms and conditions for Shepherds Hut.

Shepherd Hut bookings are only available for Monday or Friday arrivals. During busier times they only available Friday to Monday, Friday to Friday, Monday to Friday or Monday to Monday. During quieter times there is a 2 night minimum stay. Some over exceptions may apply during bank holidays that fall on a Friday.

Arrivals are from 3pm and departures by 10am.

No same day bookings available online.

The balance is due 5 weeks prior to arrival, with a 30% deposit payable upon booking, otherwise the booking will be cancelled. A £100 security deposit will be taken upon booking, this is fully

refundable providing no damages are caused during your stay. Payment may be made over the phone on 01953 717314 or online at www.dowerhouse.co.uk

Payment terms and conditions for bell tent hire.

The same minimum term is applicable as a touring pitch.

Pitches are available from 2pm and departure is 11:00am.

The Bell Tents are non-electric tent pitch, located in the meadows.

A £20 deposit is due per unit to secure your booking.

The balance is due 21 days prior to arrival. Failure to pay the balance by the due date may result in the booking being cancelled and the pitch re-let.

Any damage to the tent caused by negligence will be charge at the full price of the repairs or replacement.

Cancellation policy for all bookings.

For cancellation after full payment has been made, please telephone (not email) us at once.

Cancellations made between 21 and 8 days prior to arrival will receive a 50% refund of the sum paid less the deposit. No refunds or credits will be given for cancellations made within 7 days of arrival. To shorten or move the dates of a booking, within the 21 day period, will be seen as a cancellation. We strongly advise that you take out appropriate holiday cancellation insurance, this may already be included with your home insurance or bank account.

Additional terms

During our 2 night minimum stay period the bar is normally only open on Friday and Saturday nights. Food service will also be available on these days. We reserve the right to alter the availability of facilities as may be dictated by circumstances. When possible we will offer an alternative.

We can accept no responsibility for loss or damage to goods, or injury or death to persons, to the extent that such a liability can be lawfully excluded. You are responsible for your children. Young children must be accompanied to the toilets.

Our adult only pitches are only available for adult bookings, persons 16 years and above. No children are permitted to be booked to stay on these pitches. All other campers and visitors are permitted in this area.

We reserve the right to ask any person to leave the park.

We are primarily a family site. We do not allow groups of more than 4 units unless authorised in advance by management.

We don't normally charge for a pup tent (no larger than 2m x 2m), but if more adults than two (18yrs and over) are booked into one unit, then any second unit on the pitch will be charged at the full pitch price.

Although we try to meet your special requirements, it is not always possible due to operational requirements of the Park. Even when a special request has been confirmed no guarantee can be given.

Additional terms for Shepherds Huts & Bell tent hire

Strictly no vaping or smoking within our Shepherds Hut or Bell Tent.

No dogs or pets are allowed within either of this accommodation. This rule does not prevent you from bringing an assistance dog if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an Identification Book or other appropriate evidence

Complaints

- We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us at the time of your stay so that we have an opportunity to rectify the situation.

The information contained was correct at the time of going to print. The management reserves the right to alter any item herein without further notice. All prices quoted are inclusive of VAT at 20%. The right is reserved to vary the inclusive cost should the VAT rate alter.

The management reserves the right to alter the availability of facilities at the park as maybe dictated by circumstances.