

## BOOKING INFORMATION / TERMS AND CONDITIONS

Please read in full

**Bookings and Further Information** - If you would like to make a booking, please give us a call or use our online booking system which shows availability, prices and can take online payment.

**Main Park - Pitch Fee** - includes 2 adults, showers, awning, water, grey waste, and electric hook-up\* (guests to supply their own equipment for hook-up).

● **Hardstanding Pitches** - 4 different size pitches – all hardstandings have water, electric and grey waste hook-up:

**29' Value Pitch** - Smaller to medium size units shipping length up to 21'.

**32' Value Plus Pitch** - This size of pitch has the same hardstanding area as a Standard type pitch, however the overall space is less as the grass area around the pitch is smaller. Shipping Length ideally not more than 23'.

**32' Standard Pitch** - Shipping Length ideally not more than 24'.

**36' Premier Pitch** - Suitable for larger units up to 28' shipping length.

● **Grass Pitches** - grass pitches only have electric hook-up. These pitches cannot be booked online.

**Camping / Tent Field – Pitch Fee** - includes 2 adults, free showers. (Unfortunately there are no electric hook-up points in the camping field, also please note that the camping field is all grass, in the event of very wet weather you may be required to park your vehicle in our communal parking area.)

**Special Requirements:** Please let us know if your caravan or motorhome is non UK specification e.g. especially large, a continental style (door on opposite side), if you will be using a rear awning, extension awning or any other specific requirements.

**Specific Pitches or Pitches booked "together":**

Where guests request specific pitches or pitches together, we will do our very best to accommodate such requests, but we can not guarantee this.

**Children 0 – 18 years:** Moor View is an *adult only park*, and Children are not permitted entry to the park at any time – this includes as day visitors. Please note our home is adjacent to the park and as we have three children of our own, they may occasionally be seen with us around the park.

**Bookings – Deposit and Balance:**

We require a 20% deposit, with a minimum of £10.00 (This is rounded to the nearest £5.00.). If you wish to pay by cheque (made payable to 'Moor View') cheques must be received not later than 5 days prior to arrival

**Deposit Refund / Cancellations:** We will refund your deposit in full if you cancel 21 days prior to the date of your arrival minus a £5.00 administration charge. There will be no refund available if the booking is cancelled later than this.

**Bank Holidays:** The minimum tariff for bookings that cover a bank holiday is 3 nights - this does not apply to tents in the camping field.

**Early Departures:** Summer Season High Season, Christmas & New Year. No refunds can be given if guests depart prior to the end of the booked holiday.

**Pitch Allocation:** During Mid Season and High Season, we will allocate a pitch for your booking.

**Arrivals and Departures:**

**Bookings March – October:** - Please do not arrive prior to 1.00pm. If you wish to travel overnight, may we suggest that you stop at a safe and suitable place on route. Please do not arrive during the night or the early hours of the day. Reserved pitches will be held until 6pm on the day of your arrival. If you are delayed on your journey, please let us know. Thank you.

**Bookings November – February:** During the winter months we are able to take arrivals Monday – Saturday to arrive 1.00 pm - 6.00pm. **November – February, we are not able to take arrivals on a Sunday.**

**Vacating your pitch** - Please vacate your pitch by 11.00am. If you would like to leave later than 11.00am, please speak to us beforehand - a further charge may be required.

**Day Visitors:** If you are expecting visitors, please inform us in advance of their arrival, and provide us with a car registration number. Cars must be parked in the car park. **(Please note the no children policy.)**

**Cars:** Second cars must be parked in the Car Park. We have a strict 5mph speed limit (walking pace) while driving on the park.

**Dogs:** Well behaved dogs (with up to date vaccinations) are welcome at Moor View. We expect owners to have full control of their dogs at all times; dogs must be kept on a lead and not allowed to roam freely. Dogs must not be left unattended in the caravan unless the owner is absolutely sure they will not become distressed and bark. Please consider others - dogs must not be allowed to bark. We will ask owners to leave the park if they are unable to control their dog, or if their dog becomes a nuisance to others. We are dog owners ourselves.

**Caravan Vehicle Alarms:** Please do not set your alarm while on the park. This is due to alarms going off (all false alarms) while the owners have gone out for the day, leaving other guests on the park with the noise of the alarm ringing all day. However if keys are left with reception then alarms may be set.

**Noise / Televisions / Radios:** We respectfully ask that in general terms guests are conscious of others and pay due consideration to their level of noise especially during hot weather when they have windows open and particularly after 10.00pm. We have found through experience that because our location is so quiet, sound travels. Therefore **we do not permit televisions or radios in Trailer Tents or Awnings.**

**Cleaning:** The toilets and showers are cleaned between 10.30am – 1.00pm. The facilities may be closed during these times.

**Changes to Terms and Conditions / Pitch Fees:**

Moor View is open 365 days a year therefore we review our Terms and Conditions / Pitch Fees continually and do not fix our prices from 1st January – 1st January, therefore we reserve the right to change any Terms and Conditions and Pitch Fees at any time, however, once we have confirmed your booking the price of the holiday will not change unless the rate of VAT changes.