



Touring Park Terms and Conditions

Our aim is to provide all our guests with a safe, peaceful and enjoyable camping and touring holiday. We therefore ask that you read the following terms and conditions carefully to ensure that your stay with us will meet your needs and expectations. Any persons in breach of these 'Terms and Conditions', or who behave in such a manner to cause offence to other guests and/or staff members, may be asked to vacate the park, this will include all members of their party, with no refund of fees paid and we will not be liable for any extra costs incurred by you. The park owners reserve the right to change or modify these rules at any time without giving prior notice.

ARRIVAL AND DEPARTURES:

Pitches are available for arrival from 1pm to 6pm. If you are planning to arrive later than 6pm please let us know. If for some reason you are unable to arrive on your due date, please contact our office as soon as possible (failure to do so may result in your booking being cancelled).

All pitches must be vacated by 12 noon on the day of departure. Please leave your pitch clean and tidy.

* During low season you may be able to purchase late departure at the cost of £5, this will allow you to stay on your pitch and use our facilities till 5pm.

FIRE SAFETY:

A fire hose is located in the middle of the main field. Fire extinguishers are located on the wall between washing up area and waste disposal point. A second set of fire extinguishers are located in the second field on the opposing fence. In the event of a fire call 999.

Please note:

- * No open fires, bonfires or generators to be used on site. You may use a BBQ, but please be thoughtful of your surroundings and avoid damaging the grass.
- * When pitching up please make sure your unit fits within the white lines. Please do not park your vehicle within red lines. Please do not use this as your storage area. If you are unsure when setting up please ask a member of staff, we will ask people to move tents, caravans, etc. if we are unhappy with the set up.

KEY FOB:

On your arrival you will be issued a key fob. This key is used to gain access to the car barrier, toilets, showers and other facilities. £10 key deposit to be paid in cash on arrival. This will be refunded on your departure when the key is returned. In the event of key fob being lost or damaged, your deposit will be lost. Please do not allow children to use these facilities unaccompanied and ensure that the access door is closed after each use. PLEASE NOTE: THESE KEY FOBS ARE FOR YOUR USE ONLY, PLEASE DO NOT LET ANYONE ELSE ON OR OFF THE PREMISES USE YOUR KEY.

DOGS AND OTHER PETS:

Dogs must be kept on the lead and under control at all times. Please make sure you exercise your dog off the premises. Please don't leave your pet unattended. PLEASE CLEAN UP AFTER YOUR DOG.

RUBBISH BAGS:

A rubbish bag will be issued to you on arrival, when full please leave the bag tied up at the front of your pitch. The bags will be collected by a member of our team and you may obtain more bags from the office (rubbish bags are collected during the day, please do not leave any bags outside after 5.30 pm).

ELECTRIC SUPPLY:

Electric hook ups have a 10 amp supply, if you exceed this and cause the trip to cut out please contact a member of our team to reset it for you.

VEHICLES:

Strictly no commercial or sign written vehicles.

One vehicle per pitch only. Visitors must park outside of the touring park either in our car parks or along Wing Road.

NOISE DISTURBANCE / UNRULY BEHAVIOUR:

Please consider your fellow campers. No loud music or unnecessary noise while on site or returning to your pitch at night. Loud, disruptive, drunken or offensive behavior will not be tolerated under any circumstances at Priory Hill Holiday Parks. We reserve the right to remove you and cancel your booking without refund if these rules are broken.

PLAY AREA:

No ball games or other boisterous games to be played on the park. You may do so at the costal park which can be easily accessed via second field.

PAYING FOR YOUR STAY:

A £20 non refundable booking deposit is required at the time of booking. The full amount is due 2 weeks prior to your arrival date. Please make sure you pay this in time to avoid your booking being cancelled.

CHANGING OR CANCELLING YOUR BOOKING:

If for some reason you would like to cancel or make changes to your booking, please inform us 2 weeks before your arrival date. If you cancel within this 2 week period your payment will be lost. No refunds are given if you choose to depart before the end of your booked stay.

SAME SEX GROUPS

We are a family friendly holiday park. Large same sex groups are not permitted to stay on site.

DATA PROTECTION & PRIVACY

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.

ON SITE FACILITIES:

- * CLUB HOUSE AND MEMBERSHIP: Touring park customers get a free entry to all our facilities. Priory Club membership is available to any additional visitors for £12 per season or £2 per adult per night. A season membership now includes a Priory Discount card for adults 18 years and over. Children are very welcome but must be accompanied by an adult at all times. Underage drinking is not tolerated, proof of ID will be required if you are under the age of 25 (please note: your discount card is not your ID).
- * ENTERTAINMENT: We seek to provide excellent entertainment to our visitors. If you wish to know more about upcoming events and shows, please ask a member of staff or visit our website at www.prioryhill.co.uk.
- * SWIMMING POOL: Children under 14 years of age must be accompanied by an adult. Please do not leave your children unattended.
- * WI-FI: Our club house offers a free 15 minutes wi-fi service (every 24hrs). If you wish to stay connected for longer please ask a member of staff about our charges.
- * LAUNDRY FACILITIES: There is a launderette on site which customers are welcome to use. Laundry lines are not permitted.

IF YOU HAVE ANY QUERIES PLEASE DO NOT HESITATE TO CONTACT US

WE HOPE YOU ENJOY YOUR STAY