

Home Farm Anglesey Booking Conditions 2023

Bookings:

Please note that we cannot take bookings from any person under the age of 18 years old.

To make a booking we require the following details:

- Name
- Address
- Email
- Telephone number
- Number of people staying relating to the booking
- Number of vehicles along with their car registration
- Any other extras such as pets etc. (See tariff extras)

We reserve the right to cancel or terminate a holiday booked where guests have failed to disclose all material facts as required upon booking.

Bookings are non-transferable to any third parties.

Deposits and Balance Payment:

A deposit of £50 per week is required to confirm a booking.

Deposits are strictly non-refundable or non-transferable whatever the circumstance.

A Provisional booking made will be cancelled after 7 days if not confirmed with a deposit.

The full balance payment will be due 7 days prior to your arrival date. If the balance is not paid in full by the due date, we are entitled to cancel your booking and retain your deposit as a cancellation charge.

No refund will be given against a reduction of dates booked.

Full payment is required for 2 nights or less at time of booking. Strictly non-refundable.

We are unable to 'transfer your booking' or 'change the dates' if your arrival is within 7 days or less.

Confirmation:

Please check your confirmation. We are unable to accept responsibility for any misunderstanding or errors arising. Your confirmation is our understanding of your booking.

A reminder e-mail will be sent a week before the remaining balance is due.

Refunds and Cancellations:

If we are unable to offer you the booked holiday and have had to cancel the holiday before it starts, you are entitled to a full refund of the money paid.

Please ensure you have suitable insurance to cover cancellation or financial loss. Once your reservation has been confirmed, you have entered a legally binding contract and are liable to the full cost of your holiday even if you cancel. Payment of your pitch fees constitutes accepting these conditions.

We strongly recommend you take advantage of a Holiday Insurance to cover your booking. Please visit this website for our recommendation <http://compass.co.uk/travel-insurance>

Premier Pitches:

Available for a minimum of 7 nights

Bank Holidays:

Minimum of 4 nights stay during bank holiday periods.

Arrivals:

Pitches are available from 2pm on day of arrival.

No show:

If you fail to arrive on your booking date and not contact us, the booking will automatically be cancelled, and the pitch re-let.

Group Bookings:

Small group bookings are accepted solely at the discretion of the owners.

Departures and Late Stays:

Pitches must be vacated by 10:30am at the latest on morning of departure. If a late departure is available, you may stay on the pitch for £10.00 up to 2pm or up to 6pm for 50% of your daily pitch fee. (Not available during high season).

Early Departures:

If you choose to leave the park before your booked departure date for whatever reason including weather conditions, no refund or credit note will be given for the remaining days of your booking.

Requests:

Whilst every effort will be made to meet requirements for pitches, no guarantee can be given especially during High Season. We will not reserve specific pitches for bookings of less than 7 nights during High Season.

Day Visitors:

All day visitors must report to reception to register upon arrival and their vehicles are to be parked in the designated car parks.

Prices:

We reserve the right to modify our prices at any time without notice. Also, rights are reserved to terminate the visit of any person or parties whose conduct is unacceptable or detrimental to the park NO REFUNDS will be given.

Bookings during Covid19 Pandemic:

Should your booked holiday be unable to commence due to reasons surrounding the COVID19 pandemic, any payment you have made is non-refundable unless the park is closed by the Government, or Government restrictions prevent you from travelling.

Ground Sheets:

Only breathable types are permitted on the grass pitches. There is no restriction on hardstanding pitches.

Extra Cars:

Only one car per pitch is allowed. Additional cars must be paid for and use the parking areas provided. No commercial vehicles are permitted on the park.

Electric Vehicle Charging:

Electric vehicles must not be charged on touring hook-ups and is strictly forbidden. The infrastructure is not designed for this purpose. We have designated electric charging points (fees apply) on the park. See map for details.

Free Wifi:

Code available from Reception. Restricted in some parts of the park due to our rural location. Service may not be the same as you are used to at home.

Home Deliveries:

Food deliveries must be met by barriers and are only permitted between **9:00am – 7:00pm**. The park will not take any responsibility for deliveries.

Dogs:

Dogs must always be kept on a lead and must never be left unattended at any times on the park or in the cars or tourers/motorhomes. No liability can be accepted for damage or injury caused by them. We do not allow any dangerous breeds as per the Dangerous Dog Act 1991. Fouling (on the park or dog walk) must always be cleared up and deposited in the receptacles provided. There is an extensive perimeter dog walk to exercise your dog. No other pets are permitted, unless agreed at the time of booking.

Games:

NOT ALLOWED in the touring areas. There is a separate field dedicated for football and ball games. Outdoor play areas are open for use during daylight hours only.

FREE Indoor Play Area – Opening Times 9:00am to 5:00pm (may vary during low season)

Noise:

Please respect other customers using the park by keeping noise to a minimum between 10pm and 8am.

Bikes:

Are allowed on the park during daylight hours only if ridden with due care and safety helmets worn.

Roller Blades, Skateboards, Scooters, Segways Hoverboards and E-Scooters are NOT PERMITTED. User of any of the above will be asked to stop immediately in the interest of public safety.

Barbecues:

On purpose built stands are allowed. We can loan stands for disposable types (£10.00 refundable deposit). Please ask at reception.

Strictly no fire pit or open fires allowed on the park. The use of fireworks and lanterns is strictly forbidden.

Supervision of Children:

A parent or Guardian must accompany their children when visiting the toilets or when using the indoor/outdoor play areas to ensure their safety and regulate their behaviour.

During Low and Mid-Season:

Some of the park facilities are subject to reduced opening times which will be displayed outside Reception.

Weather:

We accept no responsibility for any damage to awnings and vehicles due to adverse weather conditions

Tennis Court:

9:00am to 5:00pm. Please book a slot at Reception (fees apply).