

PARK RULES AND TERMS & CONDITIONS

- Callow Top is a family park and we ask that noise must be kept to a minimum at all times and to an absolute minimum after 11pm.
- Dogs must be kept on a lead at all times and any mess cleared up by the owner.
- All barbecues must be raised off the ground and coals/ashes left to cool before disposal in the skip provided.
- Open fires/campfires are not permitted
- The site speed limit is 5pm
- All dustbin rubbish must be placed in the skip provided and not in park litter bins.
- Generators are not permitted
- Guests staying at Callow Top cannot have day/evening visitors
- Parents/guardians are asked to make sure that their children behave themselves and are appropriately supervised at all times.
- The play area is for the use of children aged 12 years or under. It is not supervised and it is the parents/guardians responsibility to supervise their own children and ensure that they do not injure themselves or others.
- The swimming pool & paddling pool are open from May 1st – 30th September. They are not supervised by a lifeguard and children under the age of 15 must be supervised by a parent/guardian aged 18+ at all times.
- Unreasonable or threatening behaviour towards our staff or other guests will not be tolerated.

Any guest who is found to be breaking the park rules or creating a nuisance may be asked to leave the park. It is the responsibility of any guest that has been asked to leave the site, but has consumed alcohol, to arrange their own transportation home.

- All caravans and vehicles on site must be insured and have a valid MOT if applicable.
- Motorised scooters/bikes (except disability aids) are not permitted on site.
- All cars must be parked on your pitch or allocated parking space. Vehicles may not be parked in any other area without permission from reception.
- A maximum of 2 cars (1 only if you are using a pup tent) are permitted per pitch. If you bring any more vehicles than the amount permitted you will be required to book another pitch (subject to availability) or park off site.
- Pitches are available from 12 noon on your arrival day. During peak season you must vacate the site by 11am. During low season a late stay may be arranged (subject to availability), free of charge, at reception.

Booking

- We only accept bookings from couples over 21 and families.
- Sorry but we don't accept bookings from single sex groups of 3 people or more, groups of singles, unaccompanied under 21s, school, university, scout/guide, Duke of Edinburgh or other similar groups.
- We reserve the right to refuse any booking.
- Pitches are allocated on booking. If you require multiple pitches, and do not book all the pitches at once, your pitches will not be together.

- If you have a large unit you must tell us at the time of booking. If you fail to advise us we cannot guarantee that your pitch will be of adequate size.
- A deposit is required to confirm your booking. The deposit is usually £20 per pitch (£40 per pitch for group bookings) although it may vary.
- For linked weekends a deposit is required for each weekend booked and the entire stay must be paid for on check-in.
- Payment in full is required for May Day bank holiday weekend, Bonfire weekend and some special offer stays.
- Once we have received your deposit/payment your booking is confirmed and our agreement is a legal contract. In the event of cancellation, for any reason, your payment is not refundable or transferable.
- The only exceptions to the above are bookings for May Day bank holiday weekend and Bonfire weekend. If you cancel your booking more than 14 days before your arrival date payment is refundable, less a £20 deposit which is withheld. If you cancel 14 days or less before your arrival date no monies are refundable.
- We must be advised of any changes to your booking, especially the number of people staying, BEFORE your arrival. Our maximum pitch occupancy is 2 couples OR 1 family (i.e. 2 adults & their children) We cannot guarantee pitch availability if you check-in with additional guests that you have not previously advised us about.
- Balance of payment is required on check-in. Any guest who is unable to make payment will not be permitted to pitch.
- If you have not checked-in within 24 hours of your arrival time (i.e. 12 noon on your arrival day) and we have not heard from you we reserve the right to cancel your booking and re-let your pitch.
- If, after check-in you decide to cut your holiday short, for any reason, and leave before your departure date no monies will be refundable.

For the above reasons we strongly recommend that you take out holiday insurance.

We would only cancel your holiday if your pitch/accommodation was unavailable for reasons beyond our control. In such an instance we would refund any payment made. Our liability would not extend beyond this refund.

- It is your responsibility to keep your possessions safe and secure whilst staying at Callow Top.

We do not accept any liability for any damage, loss or injury to you or any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

- Park gates are closed between 11.30pm and 6.30am. There is no pedestrian access. If you need access between these times then prior arrangements must be made with reception. In the event of emergency the emergency services can gain access.

- Facilities vary according to the time of season. If you stay with us during low season, especially during the week, please expect that not all facilities will be available. If you have particular needs please check with us before your book.
- Our electric hook-up is 10amp. It is not designed for domestic kettles, heaters etc. Using a domestic heater alone on the lowest setting can use up to 12amps. Overloading the hook-up can trip out not only your own connection but the whole circuit.

Holiday Cottage Terms & Conditions

- Holiday cottages are available from 3pm on your arrival day and must be vacated by 11am on your departure day.
- The price of your accommodation includes the following: electricity, linen, cleaning, hot water, central heating and use of holiday park facilities (when available.)
- Pets are not accepted in our holiday cottages
- You are responsible and liable for any breakages and damages which you cause to the accommodation and its contents.
- We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.
- We only accept bookings from couples over 21 and families.
- Sorry but we don't accept bookings from single sex groups of 3 people or more, groups of singles, unaccompanied under 21s, school, university, scout/guide, Duke of Edinburgh or other similar groups.
- A deposit is required to confirm your booking. Once you have booked your holiday our agreement is a legal contract and your deposit is non-refundable or transferable in the event of cancellation for any reason.
- Payment in full is required 28 days before your arrival date for holiday cottage bookings. We will send you a reminder for this. If we do not receive full payment by the specified date we will assume that you no longer wish to proceed and cancel your booking. If you cancel your booking after full payment has been made no monies are refundable.
- If, after check-in you decide to cut your holiday short, for any reason, and leave before your departure date no monies will be refundable.

For the above reasons we strongly recommend that you take out holiday insurance.

PRIVACY STATEMENT

This privacy policy sets out how Callow Top Holiday Park uses and protects any information given when you use this website or make a booking with us. We are committed to ensuring that your privacy is protected.

What we collect

We may collect the following information:

- name

- address details
- contact details such as telephone number and email address
- other information relevant to your booking/enquiry

What we do with the information we gather

We will use the information for:

- Internal record keeping
- We may use the information to improve our services
- We may send out emails containing special offers or other information that we think you may find interesting using the email address that you have provided.
- From time to time we may use the information provided for market research purposes.

We will never pass on any personal information that you have given us to a third party unless legally required to do so.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want us to use the information given for marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us or emailing us at enquiries@callowtop.co.uk

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of

any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.