

WESTFIELD PADDOCK TERMS & CONDITIONS.

If making a booking online you will receive notification that your booking request has been received. This initial email is not a confirmation of your booking, your request will be held on our system as provisional until we make contact with you to establish the method of payment, complete all of your booking details and send you confirmation via email if one is supplied, or by post if not.

Site Address: Westfield Farmhouse, Seahouses, Northumberland NE687UR

Tel: 01665 478988

email : info@westfieldpaddock.co.uk

TERMS AND CONDITIONS

The site whilst no longer a Caravan Club CL still respects Caravan Club guidelines

Occupancy:

1. The site is open to adults only. i.e over 21's.
2. Single sex groups of 2 or more vans/motorhomes are not accepted.
3. Maximum number of guests per van 4 persons.

Pricing & booking (including cancellation):

CARAVAN SITE PRICES 2019

Based on 2 people per van per night with electric hook up and water.

Hardstandings are not guaranteed.

18 April - 31st Oct £22

1st Nov - 22nd Dec (Closed)

21st Dec - 3rd Jan 2020 £27.50 - Subject to conditions. No Awnings.

January, February & March 2020 - Closed

1st Dog £5 per stay

2nd / 3rd Dog £5 each per stay (7 nights and each subsequent 7 nights)

Porch Awning £2 per night

Full Awning £4 per night

Vehicle with a Motor home £3 per night

Extra Person (to max 4 per van) £3 pppn

Securing your pitch /payments:

1. Due to the high cost of card charges, our preferred method of payment is either bank transfer/online payment, or securing your pitch reservation via card registration and paying cash on arrival.
2. Card payments can be taken at the time of booking when full payment will be charged to your card.

Arrivals & Departures:

1. Arrival time from 1pm and no arrivals after 9pm please
2. Visitors will receive a text on arrival day to direct them to a pitch number on arrival, and names will also be displayed on the arrivals board at the gate.
3. Please check into office on arrival if open, if not at the first opportunity.
4. Departure time before 11.00am

Cancellations & amendments:

1. Amendments can be made to your booking 42 days from arrival or more, date changes are subject to availability, there will be an admin fee charge of £22. Amendments after this time cannot be guaranteed and are at the discretion of the management.
2. We operate a strict cancellation policy. Booking a caravan pitch is a legally binding contract just like booking a holiday and you are advised to take out holiday insurance to cover cancellations.
3. Cancellations must be made in writing (emails are accepted to info@westfieldpaddock.co.uk) or letters to the address at the top of this document
4. Cancellations made more than 42 days prior to arrival :-
forfeit of 50% of site fees and extras + £20 admin fee. If you have made a card reservation only - your card will be charged with this amount. If you have paid full amount on booking these charges will be retained and the balance will be returned to your card.
5. Cancellations made less than 42 days prior to arrival
full payment will be forfeit. If you have paid the full amount no further amounts are due. If we have a card for reservation this card will be charged with the full amount.
6. We will endeavour to relet pitches and in circumstance of 5 above, some monies may be refunded to you if we are successful in re-letting the pitch. The amount is dependent upon the amount of money we receive against mitigating the loss, so any repayment may not occur until after your intended date of arrival.
7. Cancellations by guests due to weather conditions, traffic congestion and other elements outside of our control, will not be refunded if the site itself remains open and accessible to visitors and "no show" reservations will be charged to the reservation card in full.
8. In the unlikely event that Westfield Paddock has to close for any reason rendering your booking cancelled by the site, all monies paid will be refunded by the method you made your payment to us ie to your bank or to the card you used to pay.

Dogs on site

1. Dogs are welcome at Westfield Paddock, As we have livestock in adjacent paddocks, and free ranging hens, dogs must be kept on leads/lines whilst on site
2. Dogs must not be left unattended in vans or awnings, we can supply contact numbers of dog day care facilities if you require them, booking is advisable.
3. No matter how obedient you feel your dog is, free running dogs will not be tolerated, one warning will be given, and you may be asked to leave site if there is a

further occurrence. Whilst we are dog friendly, not all of our visitors are comfortable around dogs.

4. We have provided a free run area for dogs to be exercised, whilst this is fenced we do not guarantee it escape proof.
5. Strict pick up policy operates, both on site, in the dog run, and in the general area including beaches.

Electricity

1. Each pitch has a 16amp electricity hook up. The site will not be held responsible for none-supply where the problem relates to a third party - either another guest, or lack of supply from the site's provider. No recompense will be made in circumstances beyond our control.

Water

1. Each pitch has a drinking water tap. If you wish to connect to this tap direct to your unit, please ensure that your connection is fitted with a non-return valve to prevent cross contamination. This tap should not be used to connect any other sort of hose ie. garden hose, or for washing vehicles - see general site rules.. The site will not be held responsible for non-supply where the problem relates to a third party - either another guest, or lack of supply from the site's provider. No recompense will be made in circumstances beyond our control.

Wi-fi

A wi-fi connection is available on site. The access information can be found in the Monza information caravan to the left of the entrance. This is not a secure connection and no responsibility will be held by Westfield Paddock or the owners for security on your devices. The services is to be used at users risk.

TV reception.

There is good terrestrial TV reception across the site.

Rubbish and Chemical disposal

1. Rubbish point is provided and no rubbish or rubbish bags are to be left outside vans.
2. Guests are required to keep the Chemical/Grey water sluice area clean after use.
3. Grey water may be disposed of into the hedgerows providing the water is not greasy or containing excessive soap deposits in which case it should be put into the Chemical/ Grey water sluice.

General Site Rules

1. The office, situated in the paddock next to the entrance (large green summerhouse) is open 8.30am-5pm Monday to Saturday. Our telephone number is 01665 478988, Out of hours 01665 478008.
2. Please check the site layout plan to ascertain how to position your unit on arrival.
3. Guests are asked to treat the site with respect and to manoeuvre vehicles in such a way as to do as little damage to the ground as possible especially in wet weather.
4. All queries should be addressed to the office before positioning your unit, other guests may not be best placed to provide you with correct information.
5. Tents are not permitted on site
6. If you belong to a caravan/motorhome/camping organisation you may be asked for sight of your membership card on arrival or during your stay
7. Awnings are accepted without a groundsheet, or if using a groundsheet it must be breathable and lifted every couple of days to allow the grass to breath.
8. Outside noise is to be kept to a minimum after 10pm at night and before 9am
9. Barbecues are permitted but must be raised above the grass to avoid scorching, disposable barbecues must be confirmed "out" before disposal into the refuse area.
10. You are requested not to wash vehicles, caravans or motorhomes on site either with bucket and sponge or hose.
11. Motor homes are requested not to expel waste water whilst driving on the site, or departing from it.
12. The management reserves the right to refuse admission or to request you vacate the site if terms and conditions are not adhered to, or other guests are disturbed or disadvantaged in any way.
13. Westfield Paddock is not VAT registered.