Terms and Conditions of Booking – CL site at New House Farm

Definitions

Throughout these Terms and Conditions:

"We", "our" or "us" means Orchard Holiday Park & Fishery, New House Farm, St Michaels, Tenbury Wells, Worcestershire WR15 8TW.

"You" or "guest" means the person making the booking and all members of their party.

By making a booking and paying any deposit or balance, you confirm that you have read and agree to these Terms and Conditions.

1. Eligibility

Our Certificated Location (CL) is exclusively for members of the Caravan and Motorhome Club.

A valid Caravan and Motorhome Club membership number must be provided for each pitch booked.

If a valid membership number is not supplied, we reserve the right to cancel the booking.

2. Booking Confirmation

Bookings are confirmed once payment has been successfully received.

If you book online, a confirmation email will normally be sent within one hour. Please check your junk or spam folder if it does not arrive.

Unpaid provisional bookings will automatically expire after two hours.

3. Prices

Pitch prices include:

- one pitch
- up to two adults
- one unit type (e.g. touring caravan, motorhome, campervan or roof tent)
- 10-amp electric hook-up (subject to fair usage)

Additional guests are charged at the current advertised rates.

Maximum occupancy is five persons per pitch.

Current prices are shown on our Tariffs page.

We reserve the right to correct obvious pricing errors before accepting a booking.

4. Deposits and Payments

One-night bookings require full payment when booking.

Bookings of two nights or more require a deposit equal to one night's stay or 30% of the booking value, whichever is greater.

Bookings made within 15 days of arrival require full payment.

Any remaining balance must be paid no later than 14 days before arrival.

Once paid, deposits and balances become subject to the cancellation policy below.

5. Arrival and Departure

Arrival: from 2.00 pm

Departure: by 12.00 noon

Early arrivals and late departures are subject to availability and prior agreement only.

6. Site Rules

To ensure everyone enjoys a peaceful stay, guests must comply with the following:

- Speed limit is 10 mph throughout the site.
- Maximum of two well-behaved dogs per pitch.
- Dogs must remain on leads at all times and owners must clean up after them.
- Dogs prohibited under the Dangerous Dogs Act are not permitted.
- No campfires or fire pits.
- Barbecues may be restricted during periods of high fire risk.
- Only organic toilet fluid may be used in toilet cassettes.
- Day visitors are only permitted with our prior permission.
- Gazebos are not permitted.
- Electric vehicle charging is strictly prohibited.
- Awning heaters are not permitted.
- Drones must not be flown from or over the site.

Failure to comply with these rules may result in your stay being terminated without refund.

7. Electric Hook-Up

Electric hook-up is provided for normal camping use only.

Electric vehicle charging is prohibited because the site's electrical infrastructure has not been designed for this purpose and doing so may create safety and insurance risks.

If you require electricity for medical equipment, you remain responsible for ensuring you have suitable backup arrangements.

8. Cancellations and Amendments

All cancellations must be made in writing by email or text message.

We will acknowledge receipt of your cancellation.

If you do not receive confirmation within 24 hours, please contact us again.

More than 15 days before arrival

If you cancel at least 15 days before arrival, payments made will be refunded less a £15 administration fee.

One amendment may instead be made to an alternative arrival date within three months of the original booking, subject to availability.

14 days or less before arrival

No refunds or amendments are available.

This includes:

- non-arrival
- late arrival
- early departure
- unused nights

We recommend that guests arrange suitable holiday or travel insurance.

9. Cancellation by Us

If we cancel your booking because a valid Caravan and Motorhome Club membership has not been provided, we may deduct a £15 administration fee before issuing any refund.

If we are unable to honour your booking for reasons beyond our reasonable control, we will refund all monies paid.

Our liability shall be limited to the amount paid for your booking.

10. Force Majeure

We shall not be liable for failure to perform our obligations where this results from events beyond our reasonable control, including (but not limited to):

- severe weather
- flooding
- fire
- power failures
- government restrictions
- disease outbreaks
- utility failures

Where appropriate, we will refund payments in accordance with these Terms.

11. Store and Stay Service

(Applicable only to customers using our caravan storage.)

A £5 handling charge applies per booking for moving caravans between storage and the CL site.

Customers remain responsible for ensuring their caravan is roadworthy, safely packed and suitable for towing.

We accept no responsibility for damage arising from customer negligence or defective equipment.

12. Fly Fishing

Fishing is separate from your campsite booking.

Fishing tickets are subject to separate terms and availability.

For fish welfare and operational reasons, we may suspend fishing without notice.

No refund will be due where fishing is unavailable.

13. Photography

From time to time we may take photographs for marketing purposes.

Where reasonably possible, we avoid identifying individuals or vehicle registration numbers.

If you do not wish to appear in photographs, please let us know when booking or during your stay.

Commercial photography or filming is not permitted without our prior written consent.

14. Behaviour

Our CL is intended to be a quiet, peaceful site.

Hen parties, stag parties and large organised groups are not accepted.

Guests must behave responsibly and show consideration towards other visitors, neighbouring properties and our staff.

Anyone whose behaviour is abusive, threatening, violent, excessively noisy, intoxicated or otherwise likely to disturb others or damage property may be required to leave immediately without refund.

15. Liability

Nothing in these Terms excludes or limits our liability where it would be unlawful to do so, including liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation.

Subject to this, we shall not be liable for:

- loss of or damage to vehicles, caravans, motorhomes, roof tents or personal belongings;
- indirect or consequential losses;
- interruption or poor television or mobile phone reception; or
- events beyond our reasonable control.
- Guests are responsible for ensuring their own property is adequately insured.

16. Privacy

We process personal information in accordance with our Privacy Policy, available on our website - https://www.orchardholidaypark.co.uk/privacy/

17. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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