



S T THE LENS

CARAVANS, PODS & CAMPING

SITE TERMS AND CONDITIONS

We are a family-friendly site, catering for touring caravans, motor caravans and tents. Our guests' enjoyment and safety are paramount, so we ask all our guests to please read the following site rules.

PLEASE BOOK IN ADVANCE

Advance booking is essential; unfortunately, we cannot take on-spec bookings. To process your booking, we will require full contact details, including your vehicle registration number if applicable. Only pre-registered vehicles can gain access to the site.

A £40 deposit per pitch is required to secure your booking with the final balance due 14 days prior to arrival on site. In the event you are making a booking within 14 days of your stay, then the full amount will be payable at the time of booking. Only card payments are accepted at this time.

Bookings and payments will be confirmed via email. Please do bring your booking receipt when checking in as it will assist the team on site. Regrettably, bookings where the full balance is not paid by the due date will be cancelled and any monies already paid will be forfeited. All deposits are non-refundable.

GROUP BOOKINGS

We do not allow group / multiple bookings. Each pitch/accommodation must be booked individually, by the customer who is residing on that pitch.

If you are part of a group occupying more than 2 pitches and wish to stay together, you will be asked to pay an additional deposit of £25 per pitch. This is refundable on departure if there have been no problems with the conduct of any member of your group during your stay, for example complaints from other customers about disturbance.

Please note that these conditions apply to organised groups including schools, colleges, clubs and associations. Where a group includes minors, then the organiser (e.g. school) will be responsible for their conduct.

BOOKING SPECIFIC PITCHES

If you wish to stay next to friends or family, or be in a particular part of the site, you can book specific pitches or groups of pitches subject to availability. Please note, we cannot guarantee availability of particular pitches as this service is provided on a first come first served basis.

AGE RESTRICTIONS

We cannot offer bookings to persons under the age of 25. All bookings must have at least one family member who is over 25 years of age staying on site, in the same accommodation/pitch. Any bookings suspected of not adhering to this rule will be cancelled. Any pitch/accommodation found to have persons under the age of 25 without a responsible adult with them will be asked to leave.

Children are more than welcome on site, and we will do everything we can to ensure they have a safe and enjoyable stay at St Helen's; however, children always remain the responsibility of their parents or guardians. We ask that parents or guardians always provide adequate supervision for the health and safety of their children and to ensure the comfort of other guests staying on site.

BIKES, HOVER BOARDS, SEGWAYS, ELECTRIC SCOOTERS

For the safety and comfort of all our guests hover boards, segways, scooters and similar electrically powered items are not permitted anywhere on site.

For customers with pedal bikes etc that there is a one-way system in place and that the speed limits for all vehicles should be adhered to.

EXTENDED STAYS

Extensions can be arranged, subject to availability and possible relocation up to a max of 14 days total stay duration. If you wish to extend your stay, please check with reception as soon as possible.

IF YOU CANCEL YOUR BOOKING

A minimum of 14 days' written notice in advance of arrival date is required from anyone wishing to cancel their booking. If more than 14 days' notice is given, the booking may be re-arranged to another available date within the season or alternatively a refund can be given (minus your deposit). Cancellations made within

14 days of customer's arrival date will not be transferable or refunded unless in exceptional circumstances such as serious illness or family bereavement. (Appropriate documentation e.g. a medical note must be supplied in order to process this refund, minus your deposit). Customers are advised to take out their own insurance cover to protect them in the event of cancellation e.g. breakdowns, accidents or weather. Refunds cannot be made for any amendments made to the booking on arrival or during a stay. However, additional items can be added, subject to availability, if required.

IF WE CANCEL YOUR BOOKING

We always endeavour not to cancel or change the date of your booking, but in very exceptional circumstances this may be necessary. In such circumstances we will inform you of the change of date or cancellation as soon as possible and offer you the following options. 1. accept the alternative arrangements as notified to you. 2. choose another available break. 3. cancel your holiday with a full refund of any money you have paid.

IF YOU WANT TO AMEND YOUR BOOKING

You can amend your booking up to 30 days prior to your visit by logging in to your booking using your booking number and surname. Once logged in, click on the 'Amend Booking' button. Here you can change the date and duration of your booking. You can also select an alternative category or accommodation type and add or amend any holiday extras. The system will automatically recalculate the new booking costs, considering what you have already paid. The system will only allow you to amend your booking if the new booking total is greater than or equal to the previous booking total, i.e., the system will not allow you to reduce the overall value of your booking. You can review the changes before paying any additional amount and confirming. When the booking has been updated you will receive a booking confirmation email with the new dates. Bookings cannot be amended within 30 days of arrival

IF WE MAKE ANY MAJOR ALTERATIONS TO YOUR BOOKING

We try very hard to provide all facilities as advertised on our website. In the unlikely event that we must vary any details of your booking; we will endeavour to advise you as soon as possible before your arrival.

NO SHOWS

If you fail to arrive for your booking without advance communication or written cancellation being received, then you will be unable to transfer your booking, and no refund will be payable. If no notification is received, then we reserve the right to re-let the pitch with payment forfeited.

EXTENDED STAYS

Extensions can be arranged, subject to availability and possible relocation up to a max of 14 days total stay duration. If you wish to extend your stay, please check with reception as soon as possible.

PITCH ALLOCATION

Whilst every effort will be made to meet specific requirements for a particular pitch e.g. for disabled customers, unfortunately no guarantee can be given. All caravans/motorhomes must be set up in positions as indicated by staff and on maps provided. Before pitching, please ensure you have checked your pitch number and the area this is in on the site, as specified on arrival, to avoid being asked to move. A £25 fee will be charged if another customer is inconvenienced.

ELECTRICITY

The 16amp electricity supply to pitches is by pre-payment meter and is not included in the pitch price. Pre-payment cards are available at reception. You can receive a refund of any unused electricity upon departure. If you leave site without re-funding your electricity, we cannot refund you. Electricity credit cannot be 'saved' for future visits or used against booking costs.

ARRIVALS AND DEPARTURES

Access to the site will not be permitted until payment has been received in full in accordance with our booking conditions, above. If you have arrived in a vehicle, you will only be able to bring it through the security barrier and onto the site if the vehicle registration is the same as that provided in your booking.

Arrivals at the site are accepted after 1.30 pm. We may be able to facilitate an earlier arrival – please ring or email to see if this is a possibility.

We do not accept arrivals after 8pm.

You are expected to vacate your pitch by 11:00 am. If you wish to delay your departure to later the same day, then you must check at reception whether this is possible. A charge of up to £20 is payable for a late departure. If you fail to depart by 11:00 am (or at a later time by agreement with reception) then you will be liable to pay a surcharge of up to £50 per day.

VEHICLES

Only one car is permitted per pitch. Extra vehicles or visitors' cars must be parked in our visitor car park. No commercial vehicles are permitted on site.

There is a speed limit of 10mph throughout the site, and this must be strictly adhered to. Anyone found to be exceeding the speed limit or otherwise driving in a dangerous manner may be asked to remove their vehicle from the site.

DAY VISITORS TO THE SITE

All day visitors must be pre booked by a staying guest. Day Visitors wishing bring cars onto the site must park in the visitor car park and any visitors must check in at reception. Visitors' vehicles must leave site before 9.00 pm.

WATER

Water is metered and should not be wasted. The washing of cars and caravans on site is not permitted. Arrangements can be made for the cleaning of your caravan through reception, please ask for details.

PLAY PARK

A large playing field is provided for all types of ball games, and for the flying of kites. It is not permitted to play ball games or fly kites amongst the caravans. All children under the age of 12 using the play park must be always supervised by a responsible adult. The responsibility for children's safety remains with the parent or guardian. No dogs allowed on the play area. The Play Park must be vacated by 10pm.

WASHING LINES

Washing Lines are not allowed on the Caravan Park. Other drying equipment must be on your pitch and not the grass, please remove and pack away whilst away from the caravan.

PETS

Well-behaved dogs are welcome on the site. All dog owners must ensure that their dogs are kept on a lead and are not allowed to roam freely. We only allow up to 2 dogs on each pitch. Dog waste must be cleared up and put in the appropriate waste bin.

FIRES / BBQ'S

Open campfires are not permitted on the site. Portable fire pits and free-standing BBQ's off the ground are allowed but must be away from caravans/pods and with the use of a spit guard.

NOISE

Musical instruments, TVs and radios must not be used to the inconvenience of other caravan park users. Our quiet time is enforced between 10.00 pm and 9.00 am. If we receive complaints with regards to noise after 10pm, you will be asked to leave the site.

No generators are permitted to be used on site

DRONES

The flying of drones over any part of the caravan park grounds is strictly prohibited.

GENERAL SITE INFORMATION

The person named on the booking is responsible for the conduct of their party. Customers must comply with the campsite terms, conditions and rules for their own and others' safety. Anyone not abiding with the rules of the site may be asked to leave without further warning and without refund. It is your responsibility to understand the terms, conditions and rules of the site and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. We reserve the right to refuse access to customers who have previously breached the campsite rules.

LIABILITY

Anyone found defacing or causing damage to any building, equipment or property of the campsite faces immediate eviction and/or prosecution. The pitch hirer will be responsible for this and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any campsite facilities or to other customers' property.

YOUR PROPERTY

Your vehicles and their contents and accessories are left at your own risk. We and our staff shall not be liable for the loss, theft or damage of any property whilst they remain on the campsite nor for any injury, accident or mishap to any person, unless this has been caused or contributed to by any negligence or default on the part of our staff.

Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.