



Tranquility on the edge of The Lake District

General Park Rules and Terms & Conditions

Touring Caravans, Motor Homes & Camping/Glamping Pods

Our aim is to provide a relaxing break for families and couples alike and to ensure the maximum enjoyment of your break and that of all our guests. To support good management of the park and for the benefit of all who use it, the following park rules, terms and conditions form the agreement between us and you for your occupation of a caravan, motor home or camping pod on the park.

WHATS INCLUDED?

- Hire of a standard or deluxe camping pod or caravan or motor home pitch for 2 named adults.
- Access to electricity, circa 10 amp supply.
- Access to the toilet, shower block, washroom/laundry facilities.
- Camping pods - Parking space in our designated camping pod parking area for 1 car.
- Caravan or motor home pitches - Parking space for 1 car. A second car may be parked adjacent to you pitch where you do not have an awning or pup tent or gazebo. Otherwise as second vehicle is not permitted.

THE FOLLOWING ARE AVAILABLE AT AN ADDITIONAL CHARGE FOR CARAVAN & MOTOR HOME PITCHES:

- Additional children (2-16 years).
- Additional adults (over 16).
- Dogs.
- Pup tent, gazebo or awning.
- Visitors.
- Extra car.
- New Year supplement.



THE FOLLOWING ARE AVAILABLE AT AN ADDITIONAL CHARGE FOR CAMPING POD HIRE:

- Welcome packs (food/drink) – breakfast, lunch meals, BBQ.

The next section looks at our park rules, terms and conditions, which form the agreement between us and you for your occupation of a caravan, motor home or camping pod on the park.

- Caravan and motor home pitches are available from 14:00 – daylight hours up to 21:00 on your arrival day. You must vacate the site by 12:00 on the day of leaving.
- Camping pod pitches are available from 14:00 – daylight hours up to 21:00 on your arrival day. You must vacate the site by 10:00 on the day of leaving.
- All guests & visitors are requested to respect the peace and enjoyment of fellow guests and sleeping children. All noise is to be kept to a minimum and completely quiet after 10pm.
- Our speed limit for vehicles is 5mph or less on all parts of the park. No vehicles are to be driven past the toilet/shower block as this may cause access issues to other property and restrict access for trades and suppliers.
- Barbecues are restricted to designated areas, must be raised off the ground and coals/ashes left to cool before being disposed of in the waste and recycling area.
- Play in or around the grassed area to the parks lower right entrance level/boundary to neighbouring properties is permitted up to 21:00 hours at which point you should make your way back to your caravan, motorhome or luxury glamping pod.
- Quiet hours apply from 22:00 Monday – Thursday, 23:00 Friday – Sunday and we expect all guests to respect this for the benefit of other guests and neighbouring properties.
- You must bring all items required for your caravan/motorhome pitch hire – electrical cable up to 10m long, chemical toilet and waste containers along with any tools required to service your caravan/motorhome.
- Open fires/camp fires are only permitted via any designated fire pit area(s).
- All litter and domestic rubbish must be placed in the park litter bins and waste recycling area.
- Generators are not permitted.
- Pets (caravan & motor homes) – Up to 2 dogs are permitted, subject to an additional charge and must be kept on a lead at all times, except in any dog walking areas. No dogs allowed in the toilets, laundry room or left unattended in an awning, caravan, motor home or car. Please pick up litter after your pet and place in a sealed bag, deposit in the bins provided.
-
- Pets (pet friendly camping pods) – Up to 1 dog is permitted, subject to an additional charge and must be kept on a lead at all times, except in any dog walking areas.

- Parents or guardians are responsible for the safety and well-being of children in their care and must ensure they are appropriately supervised at all times, especially in any play or social area(s).
- You agree that a breathable ground sheet will be used when an awning or extra tent is used onto a grassed area and picked up when you are not on site, allowing the grass to recover. Where the grass is damaged we reserve the right to charge for the repair of the ground.
- Low Greenlands™ Holiday Park is not responsible for any vehicles, touring caravan, motor home, any awnings, wider personal contents (including pets) or any safety issues regarding such items belonging to guests or any member of the party during their occupancy.
- Any of your visitors must have paid the relevant visitors charge as part of your original booking. Not paying for visitors and/or visitors bringing additional vehicles onto the park that exceeds our policy around vehicles will result in a breach of the terms & conditions.
- Washing lines are generally not permitted. If you wish to erect a washing line, you may put up a rotary line, however, we ask that this be within your pitch boundary and out of sight.
- Storage boxes can be placed to the rear of your pitch, ensuring they are locked at all times.
- Any external solid seating or chairs used by guests should be of a singular nature and tables that you bring onto site should be a type that are storable within your caravan, motorhome or awning i.e. we do not accept large singular pub style bench/table type seating. Both chairs and any tables should be relative to the number of guests on a given day. All seating and tables should be stowed away when not in use and removed from your pitch when you are not on the park.
- Any property must at all times be kept within your pitch. We reserve the right to remove items from recreational or social areas that are not the property of Low Greenlands™ Holiday Park.
- Any of your own property that is damaged or broken must be disposed of by yourself and not left on site. We will charge for the disposal of any broken items left on the site that we have to dispose of.
- Ball games, throwing or shooting any projectiles are not allowed in designated car park areas, roadways or empty pitches. Please use any designated areas for such entertainment.
- Unreasonable or threatening behaviour towards staff or other guests will not be tolerated and will result in a breach of these terms and conditions, thus terminating your stay. If your stay is terminated as a result of such a breach, no monies will be refunded.
- All caravans, motor homes and vehicles on site must be insured and have a valid MOT if applicable.
- Motorised scooters or bikes (except disability aids) are not permitted on site.
- Caravan & motor home parking - All cars accompanying a caravan or motor home must be parked on the allocated pitch or allocated space, adjacent to the pitch. Vehicles may not be parked on unoccupied pitches, in parking bays designated for camping pod guests or in any other area without prior permission. Parking on additional chargeable pitches will result in a charge being applied at the prevailing rate and duration.

- For caravans and motorhomes, a maximum of 2 vehicles (1 only if you are using a pup tent or awning) are permitted, 1 per pitch.
- Camping pod parking - a maximum of 1 vehicle is permitted per pod booking with all cars being parked in the camping pod designated parking area. 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. We do not provide off-site parking and it is prohibited to park any vehicles on the main road adjacent to the park entrance. Any off-site parking is at your own risk and we will not be held responsible for any issues, damage or theft as a result of off-site parking.
- We reserve the right to deny access to any guest who is found to be breaking the park rules, in breach of our terms & conditions or creating a nuisance and 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.
- We will endeavour to ensure all services and facilities connected with the site, which may be affected by seasonality are available to you during your stay. Low Greenlands Holiday Park will not accept liability for any services, facilities, attractions or park features that are not available due to circumstances beyond our control and you will not be entitled to a refund.
- We reserve the right to spot check guest bookings whilst on site and ask that you have valid printed or online confirmations available for checking.

We do not operate a cancellation scheme outside our cancellation policy and would advise customers to seek their own cover to safe guard themselves if they find they have to cancel the contract with us.

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 Low Greenlands™ Holiday Park.

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, our employees or contractors whilst acting in the course of employment.

Park gates/pedestrian access is deemed closed between 11.30pm and 6.30am. If you need access between these times then prior arrangements must be made with the office. 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-ups are circa 10amp. They are not designed for domestic kettles, heaters etc.

Using a domestic heater alone on the lowest setting can use up to 12 amps. Overloading the hook-up can trip out not only your own connection but the whole circuit and other guests.

Security & Site Office

Low Greenlands™ Holiday Park may operate without an onsite warden from time to time and does not have a site office. Therefore communication and support is provided either via email, phone, Facetime/Whatsapp video call for general enquiries or on call warden visits where required and in the event of an emergency. Senior management are available 24/7 for customer care/relations and wider matters.

Security and access is controlled via a code operated entry gate/barrier and remotely monitored via CCTV for the protection of our guests, visitors and staff. You will receive your entry code to access the site at the booking confirmation stage. Please call the office if you do not receive an email with your code at the point of booking.