



1. A booking is confirmed once we have received a deposit - at which time you have entered into a contract with Cosawes Park Limited and are liable to pay the full balance for the booking. If you wish to cancel your booking it will be subject to our cancellation policy.

2. The full pitch fee of all bookings is payable **30 days before arrival**. If you have booked on-line or by telephone, provided an email address, and only paid a deposit, our system should send you an automated email payment reminder to that email address. If, for any reason beyond our control, the system does not generate a reminder, it is still the responsibility of the person placing the booking to ensure all fees are paid at least 30 days before arrival. If you change a supplied email address you should notify us immediately.

**Cancellation Policy:**

- All deposits are non-refundable.
- If you cancel your booking *prior* to the full balance being payable (30 days before arrival) we will hold the deposit open for use against a future booking to be taken within 12 months of the original arrival date. This option does not apply to original bookings in July or August when a cancellation deems the deposit 'spent'.
- If you cancel your booking *after* the full balance has been paid, the conditions in the above point will still apply. We shall retain your deposit and refund the balance to you - provided we have received your cancellation by email or post (*not telephone*) at least 30 days prior to arrival.
- If you cancel your booking at any given time within thirty days of arrival no refunds will be issued against deposits or balances paid. Such balances may however be used against a further booking at the discretion of the management on the condition we are able to re-book your cancelled pitch for the full duration of your original booking.
- We will aim to accommodate alterations to bookings if made at least thirty days prior to arrival. However, no refunds or credits are given for late arrival or early departure dates for bookings at any time of the year if made within 30 days of arrival.
- Failure to pay remaining balances at least 30 days prior to arrival will result in termination of the contract and the booking will be cancelled. We do not issue cancellation notices in such cases. A further booking and deposit will be required should you wish to re-book.

3. Pitches will be available from 12 noon and should be vacated by 10am on the day of departure.

4. Cosawes Park Limited reserves the right to alter specific pitch requests in order to maximise pitch occupancy but will aim to advise customers of alterations wherever possible before arrival.

5. You should notify a staff member immediately upon arrival and should not pitch until a member of staff has confirmed your pitch details.

6. Please advise us if you plan to arrive after 5pm (Latest arrival time - 9pm)

7. The riding of bicycles, scooters, roller-skates/blades & skateboards is not permitted on the Park.

8. Children must be closely supervised at all times and not become a nuisance to other persons.

9. Dogs must be kept on a lead at all times, never left on site unattended, and must be poop-scooped. Measures should also be taken by owners to prevent their dogs from recurrent barking.

10. All caravans and vehicles parked, stored or moved around on and around the site are parked, stored or moved entirely at the owners' risk. The company accepts no liability for loss or damage to property, or injury to the owner and his/her party, howsoever caused.

**11.** The residential Park Home side of our business is to be considered 'out of bounds' to visiting campers.

**12.** The right is reserved to refuse acceptance or terminate the visit of any person(s) whose conduct is detrimental to Cosawes Park Ltd, its residents, and other campers.

**PLEASE NOTE**

Cosawes Park is principally a quiet, undisturbed, Residential Retirement Home Park. The proprietors, residents and regular campers would very much value your consideration of the very peaceful nature of the setting whilst you enjoy your stay here. Please ensure you, and particularly your children, respect appropriately discreet noise levels, and be aware that a consequence of the valley location is that sound resonates easily. We also operate a strict policy of no noise between 11.00pm and 7.30am. If you are returning to the park between these hours, please do so quietly.

Those who do not comply with the above conditions will be asked to vacate.

