

# Springfield Touring Park – terms and conditions

**We would like to welcome you to the park, and ask you to read our park rules which are designed to ensure everyone that stays with us has a pleasant and relaxing stay.**

We do our best to keep the park a relaxing and enjoyable place, we would ask that you treat our park and amenities with respect.

Your booking payment is your agreement to keep to these terms and conditions.

## Arrival and Departure

- Earliest arrival time is 12pm.
- Latest check out time is 11am, no departures before 8am.
- **Please note we have a locked, 2m height restricted security gate on arrival.**
- A security key is required to enter and exit the park. Please visit reception when you arrive to receive your pitch number and gate key (deposit £10 cash for the key).
- If you are planning to arrive after 9pm, please ring in advance to let us know your ETA.
- All vehicles and contents should be fully insured, you use the park at your own risk.
- Please leave your pitch as you would wish to find it.

## Payment

- Please check the booking form for methods you can pay us.
- A deposit is required to reserve your pitch – see booking form for amount required.
- The balance must be paid 14 days before arrival to confirm your pitch.

## Admission

- The park manager is entitled to refuse admission to anyone, when this appears to be in the interests of the park occupants.
- Trading in the Park is forbidden except when authorised by the park manager.
- We do not allow all male or female groups.
- No commercial vehicles without prior notification and agreement by the park manager.

## Your Pitch

- Please position tents and caravans as directed by the park manager and do not intrude on your neighbours privacy or pitch.
- You may be asked to move if positioned incorrectly or if the park manager thinks it is necessary to maintain the good condition of the pitches.
- For safety, please keep your pitch tidy, with the minimum of equipment stored outside.
- We do not allow generators.
- We want to be kind to our grass, so only breathable groundsheets are allowed.
- If you wish to erect a Gazebo, please ask the Park manager first, as Health & Safety regulations restrict their use and we would hate to have to ask you to take it down.
- Gazebos cannot be used to join two pitches together (fire safety regulations).

## Cars

- Adults and children enjoying their holiday sometimes forget about cars, so for safety, there is a speed limit on site of 5 MPH.
- Please only drive directly between the park entrance and your pitch.
- Cars should be parked as directed, and must not encroach on neighbouring pitches.
- Please don't rev your car onsite or leave the car engine running.

### **Sanitation and refuse**

- Chemical toilets and must be emptied only at the toilet disposal point by the shower block.
- Please separate your refuse and recycling and use the bins at the park entrance.

### **Laundry and washing up**

- The washing of clothes and dishes is not allowed at taps which provide drinking water, please use the wash up and laundry areas by the shower block.
- Washing lines are provided behind the shower block, please don't do hand washing around your pitch.

### **Fires and Barbeques**

- Dorset and the New forest are high risk areas, so the lighting of fires is forbidden.
- The digging of holes onsite is not allowed for any reason.
- Disposable barbeques are not allowed for safety and fire risk reasons.
- Proprietary **above ground** barbecues are permitted (burning of wood is not permitted under council regulations).

### **Dogs and other pets**

- Dogs are not permitted in any of the buildings.
- Dogs and other pets must be kept under proper control at all times.
- Please keep your dogs on a short leash, walk your dog off park & don't allow them to foul the park.
- Please don't leave your dog unattended onsite.

### **Noise and nuisance**

- Please don't bang car doors at night, rev your car onsite or leave the car engine running.
- Please use Audio equipment, Musical instruments, and similar appliances considerately during the day, and not at all after 10.00 p.m.
- We want everyone to have a peaceful night so please keep absolute quiet between the hours of 10.00 pm. and 8.00 am.

### **Children, games and wheels**

- Children must be under the supervision of their parents or guardians at all times.
- We have play equipment for children up to 12 years, which is closed at dusk.
- For safety, please ensure cycles and scooters are ridden in a safe manner.
- Cycles and scooters etc are not allowed to be used after dark or around pitches and buildings.
- Soft Ball games are allowed only in the play area. Please don't be offended if we ask you to stop, as many people stay with us for a quiet holiday.

Accommodation on the Park is provided on the condition that all the rules and instructions given by the park manager are observed.

Any person in breach of these rules may be asked to leave the Park, and will not be refunded.

Thank you for your cooperation and we wish you a pleasant stay.