

Terms & Conditions

Last updated – 18th March 2024

Booking Conditions

A non-refundable deposit of £30 is required to secure a booking. The balance is due for payment 14 days prior to arrival.

If booking within 14 days of arrival payment in full is required at the time of booking.

Bookings and enquiries can be made by email at bookings@theoldbarnretreat.com or by telephone 01507 440874.

A particular pitch can be requested and we will try and accommodate you but we reserve the right to allocate a pitch on arrival.

Minimum bookings apply - 2 night minimum stay at weekends and 3 night minimum stay for bank holidays.

By making a booking you agree to abide by our terms & conditions.

Cancellations

Bookings cancelled within 14 days of arrival are not refundable.

Bookings cancelled more than 14 days before arrival can be re-booked according to availability.

Please note that deposits are non-refundable.

No refunds/discounts for inclement weather, late arrivals or early departures.

We advise guests to take out holiday insurance to cover the costs of cancellations.

Cancellations made by us due to unforeseen circumstances will be entitled to a full refund.

Arrivals & Departure

Arrivals are from 1.30pm to 8pm (unless by prior arrangement).

Departure is by 11am latest (Late departure if available to 6pm - £10).

Late arrivals must notify the park as soon as possible. Your booking will be held for 24hrs, after this period the management reserve the right to cancel your booking and re-let your pitch.

Guests Agreements

Upon making a booking, the guest agrees to the following terms and conditions:-

All guests must be over the age of 18. Under 18s are not allowed on site at any time.

Please keep noise to a minimum after 9pm & no noise between the hours of 10.30pm and 8am to ensure quiet nights for all guests.

Sutton Road, Markby, Alford, Lincolnshire. LN13 9QJ

Telephone: 01507 440874 • **Mobile:** 07369 229171 • **Email:** bookings@theoldbarnretreat.com

www.theoldbarnretreat.com

Barn Retreat Leisure Ltd • Registered in England No. 13369311

Please keep your speed to 5 MPH on entry to The Old Barn Retreat.

For the privacy & comfort of all our customers, we do not allow drones or any other motorised objects.

Ball games are not allowed.

Please do not smoke in or around the toilet/shower facilities. Please dispose of your cigarette butts properly and do not leave them on the ground or in any of the bins in the toilet block.

Please leave the toilet/shower block and outside washing up area as you would want to find them. Please mop or squeegee the shower floor after using, ready for the next guest with the equipment provided.

BBQ's are permitted however they must be raised above the ground away from grass, trees & plants.

(Bricks provided if required).

Please do not dispose of your BBQ charcoal in the bins, please refer to BBQ safety guidance on information boards.

Fire Pits are NOT allowed.

Washing of cars or caravans on site is prohibited.

No sign written commercial vehicles are allowed on site.

Grey waste water may be emptied onto the raised ornamental gardens but please do not empty your on board tank onto the pitch.

The use of fireworks is strictly prohibited due to nearby livestock.

Awnings when used must not exceed the length of the caravan with no extensions and must be securely anchored to the ground. Breathable groundsheets must be used. No pup tents to be erected.

Please check your pitch when you vacate to make sure there is no litter or awning pegs left behind.

Please do not tie or hang anything to the fences or trees.

Portable electric heaters (e.g. fan & oil) are STRICTLY prohibited inside caravans and/or awnings.

The charging of vehicles is NOT allowed from your caravan hook up point.

Dogs

The Old Barn Retreat is a dog friendly site and we welcome a max of 3 well behaved dogs per pitch.

Please comply with the following rules whilst on site:-

Dogs must be kept on a lead at ALL times.

No dogs are allowed in the toilet/shower block.

No dogs must be left unattended in caravans, awnings or cars.

Please pick up after your dog and place in a sealed bag in the bins provided.

Please be mindful that some guests onsite may not be familiar with or like dogs.

Dogs are not to be tied to fences or trees within the site grounds.

We do not accept breeds/cross breeds listed in the dangerous dogs act.

We reserve the right to require that an owner removes their dog from the site if it is a nuisance or danger to other guests.

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No animals other than dogs may be brought on site.

Other persons visiting the site on a casual basis either during the day or overnight are NOT permitted to bring their dogs onto the site if this will exceed the maximum of 3 dogs per pitch.

Visitors

All visitors must be over 18 years of age.

Day visitors are free of charge (max 2 visitors per unit) and they can arrive from 10am but must leave the site by 8pm.

Overnight guests (maximum 2 per pitch) are subject to an additional fee of £5 per person per night.

CCTV

For your security and safety the site has CCTV in operation.

Limitation of Liability

Barn Retreat Leisure accepts no responsibility for any loss, damage or injury to persons or property however caused. We strongly advise visitors to the site to ensure that they have the appropriate insurances for the period of their stay. Guests agree to pay for any damages to park property, sites, buildings, facilities, equipment, or loss of equipment, which may occur as well as any legal fees and expenses incurred by the park. Guests also agree to immediately report any accident, injury or property damage to the management. If a hazard or dangerous situation is noted on the premises, please notify the management immediately.

Guests agree to take full responsibility for themselves and all people in their party, including visitors, and will require them to read and comply with all rules, regulations, terms and conditions.

Emergency procedures and contact numbers are available on the visitor information board.

Termination

Please note we reserve the right to ask any guest to leave our property with immediate effect without a refund if we find their behaviour unacceptable to park owners or fellow guests.

Failure to comply with our terms and conditions will also result in immediate termination of the guest's stay, with no refund.

These terms & conditions maybe subject to change at any time by Barn Retreat Leisure Limited.

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