

Forton House CL and Glamping

TERMS & CONDITIONS

V1. August 2021

Thank you for choosing to stay with us, we hope you enjoy your stay. Please find below the terms and conditions applicable to our site.

We advise that you take out insurance to ensure that, should you need to change or cancel your holiday, you can recover the associated costs from your insurance provider.

COVID-19 & Government Travel Restrictions

Should there be further travel restrictions imposed by the Government or Caravan and Motorhome Club that mean we have to close and that affect the dates booked by you, we will offer a 12-month credit note/voucher to be used against a future stay at Forton House.

Your agreement is with Forton House Certificated Location and Glamping, and its owners and references to 'we', 'us' and 'our' in these terms and conditions are to Forton House Certificated Location and Glamping and its owners.

References to 'you' in these terms and conditions are to you, as the person making this booking and, where applicable, to every member of your party.

- You must be a current **member of the Caravan & Motorhome Club** to book a pitch and stay on the Certificated Location. We may ask to see your Club Membership Card on arrival.
- Pitch fees are as advertised at the time of booking on our online booking system. **A non-refundable deposit of 50% of the total cost will be required** payable by cheque or bank transfer (details for which will be supplied in your booking confirmation email). See our cancellation policy below.
- Your booking is not secure until your deposit has been received.
- The **balance** of your pitch fee (if not already paid in full) is payable on your arrival day by cash, cheque or bank transfer.
- **Groups:** If you are booking with friends, you must inform us when you book so that we can try and site you on adjacent pitches if available. We reserve the right to ask for full payment in advance for groups.
- **Arrival is 1pm onwards** and we ask that you vacate your pitch before 12 noon on your day of departure. We will do our best, where possible, to accommodate earlier arrivals or later departures.
- We welcome dogs and provide mapped walks. Please ensure you pick-up after your dog and keep it under close control at all times.
- We can only dispose of your everyday rubbish. You must not leave broken items (e.g. chairs etc) or large packaging (e.g. cardboard boxes from new items) as we are unable to dispose of them.
- We reserve the right to refuse acceptance or to terminate the visit of any person whose conduct we consider is detrimental to us, or to our other visitors.
- We will not be held responsible for any loss or damage, however, caused, to your property or vehicles or any injury to you or your visitors whilst staying on our CL.

Cancellation Policy

If we have to cancel your booking prior to your arrival (for example - due to a pandemic) we will offer a Voucher/Credit Note valid for 12 months for any payments you have already made.

Events such as vehicle breakdown, illness or inclement weather etc which may result in delayed arrival or cancellation of your stay are not the responsibility of Cholsey Grange CL and therefore we advise you to seek appropriate travel insurance.

If you have to cancel your booking please do so as early as possible so that we may attempt to re-book your pitch and recover lost income. Your booking is only cancelled once you have received a confirmation of cancellation email from us. If you email/leave a voicemail to cancel and do not receive a confirmation of cancellation email from us within 48 hours please contact us again as we have not received your message and you may still be liable for payment.

By making a booking and paying your deposit you signify your agreement with our refund policy Below: Any change of booking date will incur a £15 fee for each change.

Period before the intended arrival date of receipt of written notice of cancellation or change by the Company	Cancellation charges expressed as a percentage of the full price of each cancelled or changed holiday
More than 42 days	deposit only
42-29 days	60%
28-7 days	90%
less than 7 days	100%

On or after the intended arrival date no refunds will be made. Similarly, no credit or refund is available for any unused services provided in the cost of your holiday e.g. if you choose to depart early.

This website and its components are offered for informational purposes only; we shall not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via this site, and shall not be responsible or liable for any error or omissions in that information.

We reserve the right to change these conditions from time to time as we see fit and your continued use of the site will signify your acceptance of any adjustment to these terms.