

## **TERMS & CONDITIONS**

We would like everyone to enjoy their stay at Shardlow Marina Caravan Park, therefore by making a booking you agree to adhere to the terms and conditions set out below.

### **ARRIVAL/DEPARTURE TIMES:**

Arrivals only between 12 noon and 7pm (unless agreed by us in advance).

Please vacate pitches by 11am on the day of departure.

Late arrivals must notify Shardlow Marina as soon as possible. Your booking will be held until 12 noon the day after your booked arrival date. After this period we reserve the right to re-allocate your pitch.

### **PITCH NUMBER:**

Please use the pitch allocated to you. If you go onto the wrong pitch you will be asked to move.

### **PARKING:**

Caravans should be sited with the jockey wheel on the slab displaying the pitch number so that it can be pulled off easily in case of an emergency. Motorhomes and tents should position themselves centrally in relation to the numbered slab. One car is allowed per pitch and must be parked beside your unit, not in front. This is a safety requirement in case of emergency. Parking is not allowed on the boaters parking area (roadway) at any time. Additional parking for visitors must be arranged in advance. Commercial vehicles are not allowed.

### **FOBS:**

Fobs will not work after the time due off site on your departure day. Fobs are not to be used by children. All fobs to be placed in the red letterbox on the barrier upon departure. The Marina Office is open daily 9am - 5pm except Tuesdays 9am – 1pm.

### **BEHAVIOUR:**

Please be considerate towards your fellow campers and treat them with the respect that you would expect in return. We reserve the right to refuse entry or ask campers to leave the site if we feel it is appropriate.

### **CHILDREN:**

Must be accompanied by an adult at all times. Please keep children away from the barriers. Please do not allow children to be unattended in the toilets and showers. Bicycles, scooters, skateboards, segways and other such similar items must not be used on the roadways.

### **DOGS:**

Must be kept on short leads at all times everywhere on the premises and on a short tether at the caravan or tent so they cannot reach children or passing pedestrians. Please remember not everyone likes dogs. Dogs must not be left alone inside or outside your unit and must be supervised by an adult at all times. Dog kennels are not permitted. Faeces must be removed immediately, and the touring field should not be used as a dog exercise area.

### **BARBECUES/FIRES:**

Barbecues are allowed if used sensibly in open spaces and raised off the ground. Do not leave them unattended. No open fires permitted, including fire pits.

CAMPING EQUIPMENT:

No washing lines to be suspended between camping units and/or trees. Generators are not permitted on site.

GROUPS:

It is not permitted to link units together by means of awnings, windbreaks, gazebos, etc....  
A CLEAR SPACE MUST BE LEFT BETWEEN EACH UNIT. Unaccompanied under 21's, male-only & female-only parties are not accepted.

NOISE:

Quiet hours must be respected between 11pm and 8am. Music and TV's must be kept at a low volume. Car doors and boots must be closed quietly. Please be aware that anyone behaving unreasonably or creating noise disturbance after 11pm will be asked to leave immediately without a refund.

COMPLAINTS:

In the event of a complaint, please speak to the office staff immediately. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have left the site.

AMENDMENTS/CANCELLATIONS:

If you need to cancel or amend your booking, please give as much notice as possible. Bookings cannot be amended within 7 days of arrival.

Bookings are nominative and not transferable between persons/parties.

**Please note that payments are non-refundable.** It is advisable to purchase holiday insurance in the event that you may wish to recover any monies paid in the event of cancellation due to illness or bereavement.

Amendments are subject to a £15 administration fee.

No refunds/discounts are due for inclement weather, late arrival or early departure.

ANYONE NOT ADHERING TO THESE RULES WILL BE ASKED TO LEAVE SITE IMMEDIATELY.

**EVENING / NIGHT-TIME**  
**EMERGENCY CONTACT NUMBER**  
**07976 702490**  
**FOR GENUINE EMERGENCIES ONLY – THANK YOU**