

Camping & Touring Cancellation Policy

Strict Cancellation & Booking Terms

All bookings for tents, caravans, motorhomes and touring pitches are subject to the following cancellation policy.

All bookings are non-refundable. Once a booking has been confirmed, the pitch and dates are reserved specifically for the customer and may prevent the pitch from being offered to another guest.

Cancellations

If you need to cancel your booking for any reason, no refund will be provided, regardless of the circumstances or the amount of notice given.

This includes cancellations due to illness, changes in personal circumstances, travel difficulties, family circumstances, vehicle problems, adverse weather or any other reason.

We strongly recommend that guests consider suitable travel or holiday insurance to protect themselves against unforeseen circumstances.

Transferring Your Booking

Although bookings are non-refundable, we may, at our discretion, allow a booking to be transferred to alternative dates.

Any transfer is:

- Subject to availability.
- Subject to the alternative dates being of equal or greater value.
- Limited to one date change per booking.
- Not guaranteed and must be agreed with us before the original arrival date.
- Subject to any difference in price being paid before the new dates are confirmed.

A booking cannot be transferred retrospectively after the original arrival date has passed.

Short-Notice Cancellations & Non-Arrival

If you cancel shortly before arrival, fail to arrive, or leave your pitch early, no refund will be payable and the unused portion of the booking cannot be refunded.

Where possible, we may offer a transfer to alternative dates, but this is entirely subject to availability and is not guaranteed.

Exceptional Circumstances

We understand that unexpected and difficult circumstances can arise. However, our cancellation policy applies equally to all bookings so that we can operate the site fairly and consistently.

Where a customer asks us to make an exception, we may consider the circumstances and, where appropriate, offer a transfer to alternative dates. Any such arrangement is entirely at our discretion and does not create an entitlement to a refund or future transfer.

If We Have to Cancel

If we have to cancel your booking due to circumstances within our control, you will be offered an alternative date or a full refund of the amount paid for the affected booking.

Where cancellation is necessary due to circumstances outside our reasonable control, we will discuss the options available with affected customers on a case-by-case basis.

Important

By making a booking, you confirm that you have read, understood and accepted these cancellation terms.

Please only make a booking if you are satisfied that you can attend on the dates selected or are prepared to accept the terms of this cancellation policy.

Our aim is to treat every customer fairly and consistently while protecting the availability of our pitches and the viability of the site