



Booking with us constitutes an agreement of the following Terms and Conditions;

There will be a contract between you and us if:

- You book online and receive email confirmation.
- You receive written confirmation from us.
- You book over the telephone and the initial payment is taken.

The person making the booking becomes the lead member and accepts liability for all party members. The lead member must be over the age of 21.

Prices quoted for holidays are live and are subject to change. Maximum stay is 14 consecutive nights with a 14-day break before re booking.

Please note, all bookings are at the discretion of the Management, and we have the right to cancel any bookings that we feel breach our terms and conditions.

Shear Barn Holidays & Touring caters to a family audience. We do not accept bookings of single sex parties or from groups of young people.

Payment & booking confirmation

A 30% deposit will be required at the time of booking. Stays booked less than 60 days in advance must be paid for in full at the time of booking.

Payments will be confirmed by email, showing any balance to be paid and the date payment should be made (60 days before the start of your holiday). An email link will be provided to pay balances online.

Any booking that has not had its balance paid for by the due date will be cancelled with all monies already paid being forfeited.

We do not charge a fee for payments made using a credit card.

All prices quoted include VAT at the current rate.

General Conditions

Lodges/Caravans

Keys to your holiday accommodation may be obtained after 4pm on the day of your arrival and should be returned by 10am on the day of departure, by which time your accommodation should be vacated. Customers waiting to check in may use the facilities on-site from 1pm on the day of arrival, subject to availability.

On arrival, please register at Reception. A security deposit of £100.00 will be required upon check-in. This can either be paid in cash or by credit/debit card.

Bookings cannot be accepted for more people to stay in the holiday accommodation than the number for which it was designed;

Two bedroom units – maximum of 4. Three bedroom units – maximum of 6. Only 1 car per 2 bedroom unit and 2 per 3 bedroom unit. Extra guests may be provided for if there is provision of a sofa bed.

Please respect other guests by keeping noise to a minimum.

Please note that pet friendly accommodation is not exclusive to bookings with pets.

We respectfully request that you leave your holiday home in the condition that you found it. Breakages, damages or missing items will be charged to you. If units are left in poor condition any future bookings will be at the management's discretion.

Touring/Camping Pitches

Pitches are available from 2pm on the day of arrival and must be vacated by 10am on the day of departure.

If you have paid in full and received your unique barrier code (sent with your initial booking confirmation), please follow the signs to the Touring Field.

Pitch prices include up to 4 people (additional persons are charged at £3.00 per person per day). Camping pitches are for a tent + 1 car, Touring pitches are for a Caravan + awning + car or Motorhome + awning.

Extra cars, caravans, motorhomes or tents are not allowed on the same pitch (with the exception of a pup tent). If the extra pitch is not booked, then the extras will not be allowed. Any additional vehicles need to be parked off-site.

During peak times and bank holidays pitches are subject to a minimum 3 night stay.

We do not allow commercial vehicles on-site. If you are unsure about your vehicle, please contact us.

We reserve the right to ask customers to move if they are encroaching on another person's privacy.

Please notify us in writing if your tourer or motorhome is over 24ft long.

Our largest electric pitches will allow up to an 8 berth tent. Please call before booking to request pitch sizes if you are unsure. We will not be held responsible for a tent not fitting a pitch.

Adult group bookings are at the discretion of the management. Please contact us in advance to avoid disappointment. We cannot guarantee pitches together.

We will not accept any arrivals after 10pm unless by prior agreement and we do not allow pitching after 10:30pm. Please note that a security barrier operates at the park entrance and access to the park is restricted between the hours of 11:00pm and 7:30am. Any unauthorised entry will be treated as trespass and reported to the authorities.

Electric hook up: Supply is 240 volts – 10 amps (approx. 2 kilowatt) and connectors must comply with British Safety Standards. The management does not accept responsibility for any damage or accident arising from the use of unsuitable electrical equipment or from over loading with equipment over 10 amps (2 kilowatt).

If you are camping with electricity for the first time, please remember to bring your own mobile electric hook-up with you, to connect to our main supply. We have a limited amount to rent.

General

Shear Barn Holidays & Touring accepts no liability for injury to persons, or loss, theft or damage to their property, however caused.

Refunds will not be given onsite. Refunds will not be given for inclement weather or curtailment of stay.

Please note that we cannot guarantee a particular pitch or unit. We will endeavour to comply with a customer's request, but cannot be held responsible if the pitch or unit allocated is not the one requested. We reserve the right to alter pitches or units without notice.

Facilities

Access to the swimming pool is included in accommodation bookings. Touring and camping holidays will incur an extra charge. All non-swimmers and children under 12 must be accompanied by an adult (over 18) in the pool.

The play areas should be used with parental supervision and children must be accompanied at all times.

Customer Service

In the event of complaint or dissatisfaction with any matters under our control, please report the problem to us during your stay as soon as possible, so that we have the opportunity to rectify any problems or issues at the time.

Any claims made outside of your holiday period that we have not been made aware of will not incur any liability on our part.

If you felt a matter was not dealt with to your satisfaction during your stay and wish to contact us, please do so within 7 days of returning from your holiday, for the attention of the Manager. We will respond to all written correspondence within 28 days of receipt.

Cancellation by you

If you wish to cancel your booking you should advise us immediately by telephone and then send a confirmatory letter/email. We will incur additional administration costs when you cancel your booking and we may be unable to re-let the accommodation or pitch. If you cancel before 60 days of the arrival date your deposit will be forfeited. If you cancel within 60 days of the holiday date, cancellation charges will apply;

- Cancellation within 60 days of arrival will carry a 50% charge of your holiday cost.
- Cancellation within 30 days of arrival will carry a full charge of your holiday cost.

Cancellation by us

In exceptional circumstances beyond our control, i.e. damage, maintenance, flood or fire etc, we may have to cancel your booking. If we do, we will tell you as soon as possible prior to your holiday date and you may choose to;

1. Accept the alternative arrangements as notified to you.
2. Choose another available break from us at the advertised price.
3. Cancel your holiday with a full refund of any money you have paid.

Changing your booking

If you want to make a minor change to your booking, i.e. a name change or adding a special request, we will do our best to assist you. There will be no charge for minor changes. A change of dates, or any change that affects the price of your holiday will incur an additional administration charge of £20.00.

Prices

All prices are correct at the time of publication, however we reserve the right to alter or amend our published prices so long as you are notified before booking.

Our prices include VAT at the applicable rate. We reserve the right to amend our prices to reflect any change to the VAT rate or if any new taxes, levies or duties are imposed on your holiday.

Special Offers

Special offers and discounts may be used in conjunction with our published prices. These are subject to availability at the time of booking and may be withdrawn at any time. Only one offer or discount can be applied to each booking.

Behaviour

We ask that you comply with decent standards of behaviour during your stay with us and show respect and consideration for all other guests and staff.

If your behaviour is unsatisfactory, we may elect to terminate your agreement in order to preserve the comfort and enjoyment of other guests. In these circumstances we will treat your booking as having been cancelled by you and no refund will be given. Furthermore, you will be expected to leave the site immediately and the appropriate authorities contacted (if applicable).

Pets

Dogs are welcome in pet friendly accommodation/pitches. They must not cause a nuisance and be kept on a lead and under control at all times. Dogs remain the responsibility of the owner, so please act responsibly.

Maximum of 2 dogs per pitch/lodge.

We reserve the right to charge for any damages caused by pets in accommodation, howsoever caused.

Please be mindful to remove any pet fouling. Any pet owner ignoring this, may be asked to leave the site.

Under no circumstances will we allow any dogs (except guide dogs) to be taken into the bar/restaurant.

Unfortunately we do not accept cats or any other pets.

Guests with special needs

Our facilities accommodate guests with special needs, including ramped areas, lifts, disabled bathroom facilities and adapted caravans for wheelchair users. Before booking please speak to our reception team on 01424 423 583 who will be happy to discuss your requirements.

Data Protection

The information taken at the time of booking is required to be collected for the purposes of processing your reservation at Shear Barn. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay.

Photographs and videos may be used from time to time for marketing purposes. If you do not wish yourself or your party to appear in any of these please notify us.

CCTV is operational on the site and in all public buildings including the pool, and is kept in-line with the current Data Protection Act.