



TERMS AND CONDITIONS

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

1.1 Bookings made 60 days before arrival

A 30% deposit is required when the booking is made. All confirmed bookings will receive an email, notifying you when the remaining balance is due. You would be required to call us to make payment over the phone. You must ensure any outstanding balance is paid by the due date. If you do not comply with this we have the right to cancel your booking and you will lose your deposit.

Any deposits taken are non-refundable.

1.2 Bookings made less than 60 days before arrival

Must be paid for in full when being made.

1.3 Payment confirmation

Once a booking is confirmed we will send an email confirmation providing receipt and proof of payment. Should you find any details sent on your confirmation to be incorrect, contact us immediately.

1.4 Our agreement

Once a booking is made and payment has been received this will constitute a contract. The person making the booking has overall responsibility of all party members and visitors. They must ensure all involved are aware and in acceptance of the agreement.

The cost of your booking and what it includes

2.1 Pricing

Any prices advertised by other companies are reviewed by the companies themselves and Shear Barn cannot be held responsible for external price changes.

2.2 The price includes

The use of your accommodation or pitch for the maximum amount of people agreed - Linen and towels for the duration of your stay (if staying in one of our units)

- FREE use of swimming pool (if staying in one of our units)
- Full use of the facilities described and included in your price (some facilities will be weather, staff or season depended)

2.3 The price does not include:

- FREE use of swimming pool (if you are staying on the touring field)
- Cots and highchairs or other children's equipment
- FREE access to the fishing lake; (chargeable activity)
- Holiday insurance or your security deposit

2.4 Additional charges

We welcome a maximum of 2 dogs per booking/ unit. The charges are as follows

- Touring/ camping: £2 per dog, per night
- Lodge/Caravan stays: £25 per booking (certain units).

2.5 VAT & price guarantee

All of our prices are inclusive of appropriate VAT. Shear Barn has the right to change any prices so they are in line with any change in the VAT or other dues or fees Important information before you book.

3.1 Special Requirements & Disabilities

Shear Barn is accessible for guests with restricted mobility, however it is vital that we are made aware of needs or requirements prior to a booking being made. Should there be any change in circumstance once you have arrived, please notify us.

3.2 Medical assistance and clinical waste

Should you require emergency medical assistance during your stay, please make us aware so access can be granted. If you require disposal facilities for clinical waste please let a member of staff know prior to arrival so this can be arranged.

3.3 Groups, organisations & institutions

We require at least one member of each booking to be over 21. This member will be overall responsible for the members in the party. Stag/Hen do's and inappropriate fancy dress is not permitted.

3.4 Information about you

We have the right to obtain the following information from a customer: Full name, address, contact numbers, email address and vehicle registration numbers. Failure to provide us with the required information may result in delayed or denied access. Any personal information collected and held of you and your party will only be used in accordance with Shear Barn's privacy policy (available on our website).

3.5 Illness

You should notify us if any member of your party has or has developed an infectious or contagious medical condition. If so we have the right to: refuse your attempt to book, cancel your holiday, ask the infected member of your party to refrain from using park facilities or ask the infected member of your party to leave the park immediately in protection of other people.

Accommodation & pitches

All units/pitches must be respected and treated with care. We reserve the right to charge you for any additional cleaning, damage or missing items.

4.1 Lodges & Caravans

A security deposit of £100 will be taken upon arrival for each unit from a valid credit/ debit card. *we do not accept American Express. If yourself, or a member of your party are responsible for damages to your unit/ pitch you will lose the right to reclaim your security deposit. You may be charged an additional £150 depending on the extent of damage caused.

We reserve the right to enter your accommodation at any time for any reasonable purpose. The number of guests staying in each unit should not exceed the maximum capacity.

4.2 Touring & Camping

You are only permitted to pitch by the number allocated on your booking. You cannot change your pitch without permission from reception.

- People staying on non-electric pitches must be at least 10 metres from any electric pitch. • Pitch sizes vary between 8m and 10m if you exceed the allocated pitch area/ encroach onto other pitches you may be asked to move.
- Gazebos are permitted, but must not exceed your allocated pitch.
- Electric hook-ups: the supply is 240v, 10amps (approx. 2kw. Connectors must comply with British safety standards)
- You must supply your own electric cable to connect to our main supply.
- Shear Barn does not accept responsibility for any damage or incident arising from the use of unsuitable electrical equipment or over-loading (over 2 amp/ 2kw).

Whilst at Shear Barn

5.1 Arrival

You will be permitted site-access from 1pm if you are staying on the touring field or from 4pm if you are staying in one of our units.

5.2 Vehicles

Only one vehicle per pitch/ unit is permitted. This constitutes: a van, car, campervan, or motorhome. Any other vehicles must be parked in one of the alternative parking areas nearby. If you chose to bring your vehicle on site, you do so at your own risk.

5.3 Behaviour at Shear Barn

To ensure maximum enjoyment for everyone whilst at Shear Barn you must comply with this agreement and any notices on site. You are responsible for the behaviour of all members of your party. All visitors and customers to Shear Barn should be in keeping with the family environment; excessively noisy or disruptive behaviour is not acceptable, especially during the parks quiet period (11pm-9am). Offensive or aggressive behaviour will not be tolerated. We have the right to ask you to leave and in extreme cases may be forced to involve the police. No refunds or compensation can be given in these circumstances and we reserve the right to refuse any future bookings from any member of your party.

5.4 Children protection

Children should be supervised at all times. You are responsible for any minors in your party.

5.5 Security & your property

Your personal belongings are solely your responsibility during your stay with us. We accept no liability for any accidents, loss or damage to your property.

5.6 Environment

Shear Barn is committed to the preservation of the environment. Please ensure that ONLY toilet paper is flushed down toilets; other items such as baby wipes, sanitary products and nappies are likely to cause blockages, so are to be disposed of in the bins provided.

5.7 Internet facilities

Wi-Fi is available throughout the park, however connection is not guaranteed. Access can be permitted with codes. You can receive up to 2 FREE device codes upon request. Additional internet codes can be purchased from reception.

5.8 Maintenance Works

Any necessary maintenance work that may be carried out during your stay could result in temporary closure of facilities.

5.9 Park Safety

No child under the age of 16 is permitted to enter the gates to the fishing reservoir

- Barbeques must be raised at least 10” from the ground.
- Cigarettes and barbeques must be disposed of responsibly.
- Fireworks are prohibited.
- You must not attempt to enter any restricted or ‘closed’ areas.

5.10 Fishing

- You must be holder of either a daily or yearly fishing license that is valid for the time you wish to fish.
- A list of fishing rules and regulations can be found in reception and these must be adhered to.
- Fishing can take place from sunrise till sunset.
- You are able to pre-book your swim up to the day before.
- Any gate keys hired must be returned to reception immediately after use.
- Night fishing is not permitted.
- There is a daily charge of £10 per person

5.11 Driving on site

You must adhere to road signage and speed at all times. There are several sleepers on-site to prevent speeding.

5.12 Barriers

Both sites can only be entered through a coded barrier system.

Touring & Camping - your unique barrier code will be sent to you. This code allows access for one vehicle only. You will receive one code per booking. Under no circumstances are you permitted to share your barrier code. If you share your code and allow other vehicles to access the site your code will be deactivated.

Lodges & Caravans - on arrival you will receive the keys for your accommodation. Attached to the keys is a fob that will allow access through the first barrier on the main site. The second barrier is code operated. You will be generated an individual code and informed of this upon arrival. You are not permitted to share this code.

5.13 Legislation & licensed premises

We have the right to refuse service to anyone that fails to provide a valid ID (proving they are of age). We are not permitted to serve alcohol to anyone under the age of 18 or that we suspect to be already heavily under the influence of alcohol.

5.14 Smoking

Smoking, including e-cigarettes and vapes are prohibited inside all of the parks facilities and accommodation units. Smoking is only permitted on balconies and in outside areas. Exterior ashtrays are available for lodges upon request.

5.15 Wildlife

Due to our site being situated amongst Hastings Country Park it is likely for you to come across woodland creatures. We ask you to respect their natural environment and inform you that we cannot take responsibility for any damage caused by woodland creatures.

5.16 Dogs

All dogs brought onto site must have a current annual vaccination for distemper, canine hepatitis, leptospirosis and parvovirus. Dogs must be kept on their leads and cannot be left unsupervised; they must not pose as a threat or nuisance to other holidaymakers. Dogs (with the exception of guide dogs) are not permitted inside any building including the swimming pool, The Retreat bar and restaurant or units (unless otherwise specified). You are responsible for cleaning up after your dog or may face fines of up to £50. Failure to comply with the rules may result in us having to ask you to leave.

5.17 prohibited items

No knives, air weapons, archery equipment, firearms, imitation firearms, sparklers, illegal substances or items are permitted on-site.

5.18 Photography

Still, digital and video photography is not permitted in any bathroom or toilet facilities, or in our pool area. You are only permitted to photograph members of your own party and in an appropriate manner. Photography for commercial purposes cannot be carried out. We often take photos during events for promotional purposes and upload these to the company's social media. If you do not wish to be included in the material captured please notify us.

5.19 Swimming Pool

- Children under the age of 8 must be accompanied by an adult aged 18 or over
- During busy periods, swims may be limited to hourly sessions
- Photography is prohibited in the pool and changing rooms

5.20 Departure

All lodges and caravans must be vacated by 10am, and all touring and camping pitches must be departed by 12 midday on the day of departure.

6.1 If you cannot make your break

If circumstances beyond your control prevent you from taking your holiday, please notify us and where possible we will assist you in moving your holiday forward to a more suitable time. Please note that prices differ depending on season; in the case we are able to move your booking you may incur additional charges that you will be required to pay. However, in the case you choose to move your booking to a lower season, we will not be able to refund you the difference if you have already paid.

6.2 Cancellation by you

You have the right to cancel your booking at any time however we do not offer a refund for any money's paid.

6.3 Cancellation and changes made by us

We have the right to refuse or cancel any bookings made prior to or after your arrival. If this is the case we will refund any booking fees paid. However, no compensation will be given.

6.4 Refunds

Any amounts that need to be refunded will be done so via the original payment method. Payments made on a credit/ debit card will be refunded to the original card used. Payments made by cheque will be refunded to your bank via BACS payment.

6.5 Weather issues

If you wish to cancel your booking we are unable to offer a refund. We are however, able to move your booking forward subject to availability. If the adjustments made to your original booking cause the overall price to increase, you will be required to pay the difference. We will not be able to offer a refund should the price of the new booking decrease.