

SANDWICH LEISURE HOLIDAY PARK

WOODNESBOROUGH ROAD, SANDWICH KENT, CT13 0AA

TEL: 01304 612681

Email: info@sandwichleisurepark.co.uk

VAT REGISTRATION 176 1517 04

Touring & Camping Site Rules / Information

We want people to enjoy their holidays as much as possible. Our Site Rules are there to make everyone's life a little more relaxing and encourage site users and visitors to show consideration for others. We are sure you will agree most of these are common sense.

Arrival/Check In

All customers are required to check in on arrival. **In the case of an arrival after 5pm please advise reception in advance to allow us to explain our late check-in policy.**

Departure

Please vacate your pitch by 11.00am, later departures by prior arrangement only through the office.

Reception

Reception opens from 9am to 5pm Monday to Saturday and 10am to 4pm Sunday. Office phone number: 01304 612681. For out of hours emergencies please refer to the notice on the Reception door, or on the Information Board in the Toilet Block entrance.

Site Staff

If you need help, advice or have any difficulties please ask the Site Staff. They are responsible for the smooth running and safety of the site and for making your stay as enjoyable as possible.

So everyone can enjoy holidaying on site, please follow the Site Staff's requests and all notices and instructions. Your health and safety is important, so please take care of yourself and others on the site.

If anyone on site disregards these rules and disrupts the enjoyment of others, the Site Staff have the right to ask them to leave the site.

From time to time, we may need to introduce new guidance or processes, possibly at short notice, to comply with changes in government guidance or legislation. Everyone on site would be expected to comply with these changes to ensure the safety of all site users and staff. Failure to do so could lead to you being asked to leave the site.

Behaviour on Park

Consideration must be given to the quiet enjoyment of other guests, use of foul language or intimidating behaviour will not be tolerated.

If you have children with you on the site, you are responsible for their supervision. Young persons must be kept under supervision after 10pm.

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Quiet must be observed between the hours of 11pm and 7am.

To ensure that property is not damaged whilst on-site, no loose ball games are allowed on or near pitches.

Please respect other guests' privacy and do not cut across or behind occupied pitches.

You will be held liable for damage caused to Park property whilst on site, for which the Park will arrange repairs.

Motorists

Please drive your vehicle with consideration for pedestrians, including children and other vulnerable road users. You must have a full current driving licence, insurance for the vehicle driven and follow the principles of road safety. Cars and motorhomes must have a valid road fund licence. You must always keep within the 10mph speed limit and observe the one-way traffic system. Also, Entry & Exit at Sandwich Leisure Park is via an Automatic Number Plate Recognition (ANPR) barrier system - access is only granted between 06:00 (6am) - 00:00 (midnight) during your stay.

Cyclists

In the interest of safety there is an across board ban on all cycling on the park. This also applies to Skateboards, Roller Blades, Scooters, Skates, Segways, and Hoverboards etc.

Dogs

Dogs are welcome on the park at an extra cost. Owners must ensure that they are always kept on a lead and use the dog bins provided. Dogs are not to be left unattended. If children are walking dogs, they must be responsible and clear up after them. Unless you have an assistance dog, pets are not allowed in all communal areas including toilet blocks, laundry rooms etc.

Holiday Home Caravans

These are all privately owned and may be occupied. Please do not walk between them or peer through the windows.

Electricity

The electrical hook-ups provide a 10A supply so please do not overload them. For everyone's safety, please make sure your electrical equipment complies with all the current British Standards and Regulations. We are responsible for the safety of electrical points up to socket outlets, so cables, plugs and all equipment connected to them are your responsibility.

Gas

Calor camping gas is available on site. Please ask at Reception.

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Day Visitors – £5.00 per person (Adults 14+ chargeable; children free).

All visitors must report to Reception on arrival. One vehicle (up to 4 people) at any one time. If you have visitors arriving after office hours, it is your responsibility to book them in during Reception hours. A pass will be issued which must be displayed in the vehicle. Entry & Exit to Sandwich Leisure Park is via an ANPR barrier system - access is only granted between 10:00 (10am) - 23:00 (11pm). Visitors are not permitted to stay overnight. We reserve the right to restrict visitors on site from time to time.

Please note: At peak periods, for example Bank Holidays, no visitors are permitted.

Main Shower Block

Open 24/7; services are free. CHILDREN MUST BE SUPERVISED BY RESPONSIBLE ADULTS AT ALL TIMES.

Please note: Off-Peak periods, only the Family Room is open. Also, our family / baby changing room, which is located in the Family / Accessibility Room, will not be open 24/7 - during off-peak periods this will be closed. Our baby changing facilities in the Ladies and Gents will remain open all season though.

Laundry

The Laundry is located to the side of the shower block. Tokens are available from Reception. No clothes lines are permitted on the touring fields.

Play Area

Children must be supervised by a responsible person. The play area is open from 08:00am – 9:30pm.

Rubbish & Chemical Disposal

Large rubbish bins are located at the rear of the amenities block. If you need to use medical equipment which results in clinical waste, you must provide your own safe means of disposal and take these items off-site for disposal.

The chemical disposal points are located to the rear of the amenities block.

You may only empty the contents of chemical closets at the disposal points provided.

Please wrap disposable nappies and similar bulky items in a bag and place them in the bins provided.

Please do not put them in the toilets or chemical disposal emptying points.

Water

No paddling pools, water pistols and water games allowed on the touring field at any time.

BBQs

BBQs are permitted but must not cause damage to the grass or picnic tables – we have stands for hire in Reception (deposit required). Used charcoal must be disposed of in the bins provided at the

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back of the amenities block. **PLEASE DO NOT PUT BBQs INSIDE YOUR UNIT AS THERE IS A DANGER OF CARBON MONOXIDE POISONING.**

Fire Pits

Fire Pits are permitted but they **must** be kept off the grass. You can **only** burn BBQ coals or briquettes – we do **not** allow burning of wood!

Vehicles

One car is permitted per booking; any extra cars will be added at an extra charge (Maximum 2 cars per pitch, including the one car permitted per booking). **We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.** Entry & Exit at Sandwich Leisure Holiday Park is via an Automatic Number Plate Recognition (ANPR) barrier system - access is only granted between 06:00 (6am) - 00:00 (midnight) during your stay.

Pavilion Bar

On site we have a Pavilion Bar which is open during peak season on Friday and Saturday evenings, where we often hold evening entertainment such as bingo. Children and dogs are welcome to our clubhouse. The Pavilion Bar is available for private hire for events/functions. Please enquire on info@sandwichleisurepark.co.uk or 01304 612681.

Wi-Fi

We have Wi-Fi available on site here, which is run by a third party called LPIS. Pricing options vary. For any more enquires please call LPIS on 01423 295001.

Cancellation Policy

If you wish to cancel your booking, we do not offer refunds.

We are happy for the booking to be taken at a later date subject to 48 hours cancellation notice, up to 12 months from date of original booking or it can be transferred to a third party at the discretion of park management.

For your protection, please arrange Holiday Insurance to cover your needs in the event of cancellation.

Setting up camp

Please park your unit with the draw bar or windscreen facing the road. If you wish to pitch in any other way, please ask the Site Staff.

To show consideration for others, please leave your pitch clean and tidy on departure.

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Gazebos are permitted. There is a charge of £5.00 per night. The Gazebo must be no larger than 3m by 3m (**No Event Shelters**). Also, you **must** erect the Gazebo **3 metres** from the Unit, i.e., Tent, Tourer, or Motorhome, for Fire Regulations. (Please note - this does not apply to Awnings).

You must in all circumstances have a 3 metre Fire separation space between all tents/units.

For more information on our park rules please also see our terms & conditions / booking permit conditions.