

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 - FAQs

How can I book a holiday?

You will need to book via our online booking system. If you have a credit with us on your account, please give us a call on 01304 612681.

How can I pay for my holiday?

You can pay via debit/credit card on our online booking system. Please note: Full payment is required at the time of booking (except if you are booking a Holiday Let or Park View Apartment where 25% deposit is required if your booking is not within 28 days of your arrival date).

Can I bring my dog?

Yes, we welcome all dogs except for the dogs that are on the Dangerous Dogs Act. There is a charge for a dog of £4.00 per dog/per night, with a maximum of 2 dogs - Registered assistance dogs are accepted free of charge. Please note: - 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.

What pitch types do you offer?

We offer Grass with Electric, Grass with Electric & Water, & Hardstanding (Fully Serviced).

What pitch size do you offer?

Our pitches can take a tent, tourer or motorhome that is less than 7 metres. We do have pitches that can take units that are over 7 metres, they may be an extra charge for this, please call us regarding this.

Does a Pup-tent or Gazebo need to be added extra?

Yes. A Pup-tent or Gazebo is extra, there is a charge of £5.00 per Pup-Tent or Gazebo per night (not all pitches can accommodate a Pup-Tent or Gazebo). The Gazebo must be no larger than 3m by 3m **(No Event Shelters)**. The Pup-tent or Gazebo must be 3 metres from the Unit (i.e. Tent, Tourer or Motorhome) for fire regulation.

Do we provide tents, hooks, and guy ropes?

No. You will need to bring your own.

Can I park next to my Unit / Pitch?

Yes, you can park next to your Unit / Pitch.

Is there a limit on how many people can stay on one pitch?

Yes. The maximum is 6 people.

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What facilities are on park?

We have an Amenities Block, Laundry, Pavilion Bar, Children's Play Area, & Bird Aviary – and peace and quiet and a good sense of community.

Do you allow commercial or sign-written vehicles?

No. 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.

Can I extend my stay?

Yes, but subject to availability.

What are the check-in times?

You can check in from 12:00 (midday) for Touring & Camping. All other accommodation is from 15:00 (3PM).

What time do I have to depart by?

You need to depart by 11:00am on the date of departure.

What happens if I will arrive after Reception closes?

In the case of an arrival after 17:00 (5PM) please advise reception in advance to allow us to explain our late check-in policy.

What is your 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.

What amp is the electric hook-up?

We have a 10 amp supply on all pitches.

Is there a chemical disposal onsite?

Yes, we have two chemical disposals onsite.

Can I have more than one Tent, Tourer or Motorhome on a pitch?

No. Only one (1) Tent, Tourer or Motorhome per pitch.

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

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Can we bring a Firepit?

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!

How many vehicles are included in the price?

One car is included in the price; 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.**

How do I enter and exit park?

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.

Is there Wi-Fi on park?

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

Do you allow day visitors?

Yes. There is a charge of £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.

Do you allow riding of bikes etc on park?

No. 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.

Do you accept all male/female parties, or Stag and Hen parties?

Our park is family orientated and therefore do not cater for large male/female parties, or Stag and Hen parties.

If you have a question that is not covered, please feel free to email us on bookings@sandwichleisurepark.co.uk or call us on 01304 612681.