

# Barons Court Caravan Park – Booking Information and Cancellation Guidelines

This is a Caravan and Motorhome Club Certificated Location, which accepts just five caravans, motorhomes, campervans, folding campers and trailer tents and is for **Caravan and Motorhome Club Members only**.

During July and August, there is a minimum booking of 2 nights. There is also a minimum booking at bank holidays.

## Tariff

All of our pitches have electric hook up and a water tap. They are £17.50 a night per pitch. We do not charge extra for dogs, additional cars, gazebos, etc. We would like to state that the maximum number of people on a pitch is 6.

All prices are correct at the time of going to print and may be changed at any time. All bookings made prior to changes will be honoured.

## Deposit and payment

A non-refundable deposit (one night pitch fee) will be asked for at the time of booking and the outstanding balance must be paid on day of arrival.

Please make cheques payable to Barons Court Caravan Park.

We do accept BACS payment

Account – Business Account

Name – Barons Court Caravan Park

Sort Code – 51 61 15

Account Number – 71752595

Ref – Your surname followed by date of arrival, Account – personal. **It is important to put the ref in otherwise we cannot identify your payment!**

We do not accept credit cards, debit cards or Site night vouchers.

## Online booking

1. Complete the online booking. Shortly after you have completed your online booking, you will receive an email confirming the provisional details.
2. This will be followed by an email saying if the booking has been accepted or not. Please contact us if you do not receive it. Once you have received this email, please pay the deposit.
3. Once the deposit has been received, a CONFIRMATION email will be sent.

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## Telephone and Email Booking

Once you have been in contact with us:-

1. Complete the booking form which can be found on our website.
2. Pay a non-refundable deposit (one night pitch fee).
3. Barons Court Caravan Park will then make the booking online for you.
4. Once Barons Court Caravan Park have received your deposit, you will receive a CONFIRMATION email.

Your booking is not secure until your deposit has been received and acknowledged by email. The deposit must be paid within a week of receiving the confirmation email. If we have not received the deposit within the week, a reminder email will be sent and you will be given a further 24 hours. If no deposit has been received within that 24 hours, we will cancel the booking. You will then receive a cancellation email.

## **Cancelling and Changing a Booking**

If you wish to change or cancel your booking, please ensure you do so in good time so as to give others an opportunity to rebook the pitch. Even if you can't make the booking on the day of arrival, please let us know. Please see the paragraph about No Shows below.

All deposits are non-refundable but are transferable to another date.

Your booking is only cancelled once you have received a confirmation of cancellation email from us. If you email/leave a voicemail to cancel and do not receive a confirmation of cancellation email from us within 48 hours, please contact us again as we have not received your message.

Events such as vehicle breakdown, illness or inclement weather, etc which may result in delayed arrival, curtailment or cancellation of your stay are not the responsibility of Barons Court Caravan Park and therefore we advise you to seek appropriate travel insurance.

## **No Show**

*No Show - A person books a pitch, pays a deposit and then does not come or notify us that they are not coming*

You will only be able to book at Barons Court Caravan Park in the future if the full payment of the booking is received at the time of booking.

A pitch represents 20% of our income. We are a popular site and love having visitors here but we do not like having a full site on paper and only 4 units on site!!