

WELCOME TO GREENHILLS HOLIDAY PARK

We hope the following information will be useful and help you enjoy your stay with us.

THE SITE HAS A SPEED RESTRICTION OF 5MPH. THIS IS FOR THE SAFETY OF YOUR CHILDREN AND ANIMALS. PLEASE OBSERVE THIS SPEED LIMIT AT ALL TIMES.

Day Visitors

All day visitors must report to reception on arrival

Amenity Facilities

There are two amenity buildings, two female, and two male; both stay open 24 hours for your use. There are free hairdryers provided in the main block. There is a socket in the laundry for anyone wanting to use their own hairdryer. The washbasins in the toilet blocks are for personal washing. Please do not use for washing pots. Hot water is provided to sinks outside for your pots and pans.

Chemical and Waste Disposal

There are two chemical disposal points – one adjacent to the washing up area at the side of the amenity block (please leave this flushed and clean after use.) and the other is on the touring field itself.

UNDER NO CIRCUMSTANCES SHOULD THIS WATER BE USED FOR DRINKING OR WASHING PURPOSES

There are two skips and recycling bins at the rear of the toilet block for disposal of all rubbish

Noise

Greenhills Holiday Park is a family park therefore for the sake of other guests, no noise after 11.00pm, - radios etc are unwelcome at any time if played out in the open or so loudly they can be heard by neighbours. Please keep noise to a minimum before 9.00am

The Shop

The shop sells basic essentials as well as toys, camping supplies, maps and guidebooks. Gas can be purchased from here also. Newspapers can be ordered, please order by 6.00pm in the Reception and we do ask that any ordered papers are to be collected by 10.30am. The shop is open daily in the high season, from 8.30am. Full opening times displayed on the Shop door. Times vary in Low season.

Ice Packs

We provide a freezer for ice packs to be frozen FOC this is situated by the washing up area and all left at the owners risk.

Dog Exercise Area

We gladly accept dogs on our park and provide an exercise area for their recreation. This is situated on the right hand side prior to the exit from the park: a sign is erected for your information. **DOGS MUST BE ON A LEAD AT ALL TIMES.** We also have a Nature Walk, Dog exercise field situated on the left prior to the exit. Dog owners are asked in the interest of child safety and the amenity of other guests to ensure dog mess is kept of the park. Disposal points are provided within the dog walking area.

DOGS MUST NOT BE LEFT UNATTENDED IN AWNINGS OR TENTS

Stable Bar and Lounge

The bar is situated next to the office. Children are welcome at any time, but must be accompanied by an adult. We have a TV available to anyone and we do show premier sports matches (sorry no SKY). We offer entertainment in the form of live vocalists and Children's entertainment during the season (usually at least once a month) these have proved extremely popular, and everyone is welcome. Any event will be advertised around the park.

Payphone

This provided for adult use only. The phone kiosk is open 24 hours and situated next to the pot wash area.

Children's Playground

We have two play areas, one play area is for older children up to the age of 12 years, we also have a under 5's play area, this area is strictly for under 5's. The playground is open between the hours of **9am to 10pm**. We ask that young children are supervised at all times, and these times are adhered to.

Parents/Guardians are asked to make sure that their children behave themselves and are appropriately supervised at all times.

Children under six years of age must be accompanied by an adult at all times in the park and also when using the toilet block.

Playing Field

Ball games are only allowed on the playing field and nowhere else on the park.

Laundry

The laundry is situated behind the amenity block and we provide two washing machines and two dryers, also an iron and ironing board are provided. The sink is for hand washing only, no muddy boots please in either the sink or the washers.

Campfires and Barbecues

Open fires are prohibited anywhere in the park. We do permit barbecues and are pleased to supply bricks to enable the barbecue to be at least 12 inches from the ground to protect the grass. Bricks are stored by all the water points. Coals must be left to cool before being disposed of in the skip provided.

Fire Drill

In the event guests discover a fire, fire extinguishers are located around the park in the **Red Fire Boxes**. The **assembly point** is at the rear of the toilet block outside the laundry room.

Drinking Water

Drinking water points are situated at the two fire point areas on the touring fields and there are several water points in the tent fields.

PLEASE DO NOT, UNDER ANY CIRCUMSTANCES, USE WATER FROM THE AMENITY BLOCK FOR DRINKING.

Electric Supply

Please note the electricity supply is 16 amps 240 volts.

Generators are not permitted.

Unreasonable or threatening behaviour towards our staff or other guests will not, be tolerated.

Any guest who is found to be breaking the park rules, or creating a nuisance may be asked, to leave park. It is the responsibility, of any guest that who has been asked to leave the park, but who has consumed alcohol, to arrange there own transportation home.

Please Note:

The holiday home fields are accessible to owners and their families only; they are strictly out of bounds to touring / camping customers

Closed Season

The site is closed for two months of the year (December & January)

WE TRY TO KEEP THE SITE TIDY. PLEASE HELP BY ENSURING THAT ALL LITTER IS DEPOSITED IN THE SKIPS AND RECYCLING BINS PROVIDED

TERMS & CONDITIONS OF BOOKING

Bookings

- We reserve the right to refuse any booking.
- Pitches are allocated at the time of booking. If you require multiple pitches and do not book all the pitches at once, we cannot guarantee your pitches will be together.
- All deposits for pitches must be paid for at the time of booking. Cancellations must be advised of in ADVANCE or lead name on the booking will be liable for the full balance.
- All male and female groups, unrelated mixed groups in excess of four persons, are only accepted by prior arrangement. Anyone not observing the park rules or creating a nuisance will be asked to leave **without refund**
- If you have a large unit, you must tell us at the time of booking. If you fail to advise us, we cannot guarantee that your pitch will be of adequate size.
- Bank holiday bookings require the pitch price to be paid in full at the time of booking, the balance of extras, e.g., children, dogs, to be paid for on arrival.
- Balance of payment is required on check-in. Any guest who is unable to make payment will not be permitted to their pitch.
- If you have not checked -in by 11pm on your arrival day and we have not heard from you, we reserve the right to cancel your booking and re-let your pitch.
- If after check-in, you decide to cut your holiday short, for any reason, and leave before your departure date no monies will be refundable.

For the above reasons we strongly recommend that you take out holiday insurance with an appropriate company

Facilities vary according to the time of season. If you stay with us during low season, especially during the week, please expect that not all facilities will be available. If you have particular needs please check with us before you book.

The site and facilities are used entirely at the guest's own risk. Guests must ensure that their vehicle and personal insurance covers third party liability whilst within the park. We accept no liability in respect of any person or property. Caravans being moved by us are moved at owner's risk.

Loss or damage, for which any occupier of the pitch is responsible, must be paid for in full before departing.

Caravans left on site beyond the period booked will be charged at the current daily pitch rate.

Vans may be towed off pitch and clamped or otherwise immobilised pending settlement of any outstanding account. Where a van is towed off pitch, the storage cost is £10.00 per day and the tow-off charge is £10.00.

DEPOSITS OR ADVANCED PAYMENTS

BOOKINGS : 1 -6 NIGHTS £20 NON-REFUNDABLE
7 or more NIGHTS £50 NON-REFUNDABLE
28 DAYS NOTICE REQUIRED BEFORE THE HOLIDAY START DATE
CONSTITUTES FULL REFUND LESS AS ABOVE

**WE DO NOT ACCEPT TRANSIT VANS OR EQUIVALENT
COMMERCIAL VEHICLES ONTO THE PARK**

PRIVACY STATEMENT

This privacy policy sets out how Greenhills Holiday Park uses and protects any information given when you use this website or make a booking with us. We are committed to ensuring that your privacy is protected.

What we will collect

We may collect the following information:

- Name
- Address details
- Contact details such as telephone number and email address
- Other information relevant to your booking/enquiry

What we will do with the information we gather

We will use the information for:

- Internal record keeping
- We may use the information to improve our services
- We may send out emails containing special offers or other information that we think you may find interesting using the email address that you have provided.
- From time to time we may use the information provided for market research purposes

We will never pass on personal information that you have given us to a third party unless legally required to do so.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways.

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want us to use the information given for marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us or emailing us at info@greenhillsholidaypark.co.uk