



Barmston Farm Holiday Park **Booking & Cancellation Policy (UK)**

Effective from: 27th May 2025
Business Name: Barmston Farm Holiday Park
Location: United Kingdom

Booking Policy

1. Making a Booking

- A non-refundable **deposit of 25%** of the total cost is required to secure your booking.
- The **remaining balance** must be paid **no later than 30 days before arrival**.
- Bookings made within 30 days of arrival require full payment at the time of booking.

2. Payment Methods

- All payments should be made via the secure payment links on our website at the time of booking (secure online payment).
- All prices include VAT (where applicable) and are quoted in GBP. At the time of producing this Policy Barmston Farm Holiday Park is not VAT registered. This may be subject to change and all customers will be informed as appropriate.

3. Confirmation

- A confirmation email will be sent once payment is received.
- Please check your booking details and contact us immediately with any discrepancies. The best method of communication is via email: hello@barmstonfarmholidaypark.co.uk.

4. Check-In and Check-Out

- **Check-in:** From 3:00 PM
- **Check-out:** By 10:00 AM
- Early check-in or late check-out may be available by request and may incur an extra charge.

Cancellation Policy

1. Cancellations by You (the Guest)

Under the **Consumer Contracts Regulations 2013**, bookings for specific dates are **non-refundable after a cancellation window**, as follows:

- **More than 30 days before arrival:** Full refund minus a £25 admin fee
- **Less than 30 days before arrival:** No refund

We recommend obtaining **travel insurance** to cover illness, travel disruption, or other unforeseen events. Insurance can be taken out when making your booking on our website.

2. Changes to Your Booking

- Amendments requested more than 30 days before arrival are subject to availability and a £25 admin fee.
- Changes within 30 days may be treated as cancellations.



3. Cancellations by Us

If we must cancel your booking due to unforeseen circumstances, we will:

- Offer alternative dates or accommodation (subject to availability), or
- Provide a full refund

Our liability is limited to the total amount paid and does not cover indirect costs (e.g., travel expenses).

Pet Policy

We welcome pets under the following terms and in accommodation listed as 'pet friendly' only.

- Up to **2 dogs** allowed per booking (unless agreed otherwise)
- Pet fee: **£35 per dog per stay**
- Dogs must be:
 - House-trained and well-behaved
 - Kept on a lead in communal areas
 - Never left unattended inside accommodation
 - Must not enter animal fields
- Owners are responsible for:
 - Cleaning up after their pets
 - Preventing disturbances to other guests
- Pets are **not allowed on furniture or beds**
- Breeds banned under the **Dangerous Dogs Act 1991** are not permitted

Non-compliance may result in additional charges and/or immediate termination of your stay without refund.

Other Terms

- **Minimum Stay:** 3 nights
- **Smoking:** Smoking is **strictly prohibited inside all accommodation units**. Smoking is only permitted in designated outdoor areas. A deep-cleaning fee may apply if this rule is broken.
- **Quiet Hours:** 10:00 PM – 8:00 AM
- **Damages:** Guests are liable for any damages caused and will be charged accordingly
- **Lost Property:** Held for 14 days; postage fees apply for returns
- **Fishing:** Available to holiday accommodation guests for the duration of their stay. Guests must agree to the fishing rule board prior to their stay. Fishing is catch and release only. Night fishing must be pre-booked and authorised by the owner of Barmston Farm Holiday Park.
- **CCTV:** is in use across the Park for the safety of all.

Contact Us

- 📞 Phone: 07714343112
- ✉ Email: hello@barmstonfarmholidaypark.co.uk
- 🌐 Website: www.barmstonfarmholidaypark.co.uk