

TOURING PARK INFORMATION

ALTERATIONS TO YOUR BOOKING

Your booking shall be in accordance with the details confirmed at the time of booking. If you wish us to make an alteration to your booking we will use reasonable endeavours to accommodate your request but no guarantee can be given.

OUR SERVICE TO YOU

We do all that we can to ensure you enjoy your stay with us. However occasionally problems occur and if they do or you have any concerns about your stay with us please tell the Touring Reception immediately and we will respond to you as soon as possible. If any matter is not resolved during your stay you must notify us in writing of this as soon as possible (and in any event within 21 days of the end of your stay) as otherwise we will not be able to consider it.

CANCELLATION BY US

In exceptional circumstances, we may have to cancel your booking. If we do so we will tell you as soon as possible prior to your holiday date and you may choose either to receive a full refund or accept an alternative date, with us, as detailed on our website. If we have to cancel because of circumstances beyond our control (e.g. damage, maintenance, fire, theft or flood) we will pay a full refund. If we cancel for reasons beyond our reasonable control we will have no further liability to you other than the offer of a full refund or offer an alternative date.

PAYING FOR YOUR STAY

A payment of not less than £10 is required as a non refundable deposit at the time of booking. Any balance due shall be paid on arrival. We reserve the right to pass on any costs or bank charges we incur if we have to re-submit a cheque for payment or a cheque is declined for non payment.

PRICES

We reserve the right to alter or amend our advertised prices. All prices shown are inclusive of VAT at the prevailing rate at the time of booking.

ARRIVAL AND DEPARTURE TIMES

Your stay at the touring park is available from 12.00 noon on your date of arrival. If you believe you may arrive after 6.00pm on your date of arrival then you must inform us. You are required to leave the touring park by 12.00 noon on your departure date.

STANDARD OF BEHAVIOUR ON OUR TOURING PARK

Our touring park is used primarily by families and we would ask that the behaviour of you and your party reflects this fact. Noisy, offensive or inappropriate behaviour or actions likely to cause harm to any other guest, members of our staff or anyone's property at the touring park will not be tolerated and we reserve the right to refuse entry to and/or eject any person who, in the reasonable opinion of the management of the park, does not comply with these standards of behaviour.

If, in the reasonable opinion of the management of the park, we believe that you or a member of your party may not comply with the above, on entry to the park, we reserve the right to refuse entry to any person or groups of persons at our discretion. In such cases, a full refund will be issued to the lead name on the booking. All children must be properly supervised by parents or guardians throughout your stay. We reserve the right to deny access to our facilities and/or any children's activities if in the reasonable opinion of the management of the park that any child or children will be unduly disruptive.

Please camp within set areas. Space must be left in case the Emergency Services need to gain access. Bin bags will be provided. Please use them and help us to keep the site tidy throughout your stay. Small barbeques are permitted if they are kept off the grass. No fireworks, open fires, cutting down or damaging trees, quads, go-peds, go-karts or other non road legal forms of transport other than mobility devices are permitted at the park. All belongings and possessions are left at the owner's risk and The Hop Farm accepts no responsibility for their security.

NUMBER OF YOUR PARTY

The total number in your party (including children and babies) must not exceed the number as per booking. In the event that these numbers are exceeded we reserve the right to exclude or refuse entry to any or all members of your party from the park or make an additional charge for those persons.

AGES OF YOUR PARTY

Where half or more of the party is aged between 17 and 25, you must tell us when you book. We have the right to refuse your booking or cancel after bookings have been checked and/or we reserve the right to refuse entry to any person or groups of persons at our discretion.

SINGLE SEX PARTIES

We do not normally accept bookings from all male or all female parties and have the right to cancel any online booking that breaches our terms upon checking before the holiday arrival date and/or we reserve the right to refuse entry to any person or groups of persons at our discretion.

PETS

Most dogs are welcome at our touring park. Some breeds of dog including those listed in the Dangerous Dog Act 1991 are not allowed. Please provide us with the details of the breed of your dog when you book with us. Other pets may be permitted at the discretion of the Park Manager, please check when booking. Assistance dogs for disabled guests are exempt from these requirements and charges.

Pets must be kept on a lead at all times and you must clean up after your pet. Pets (other than assistance dogs) are not allowed in The Hop Farm Family Park attraction. Pets should not be left unattended during your stay on the park. If we reasonably believe your pet is causing a nuisance on the park or causing damage you will be required to remove it from the park and/or we reserve the right to refuse entry.

YOUR CAR

You must comply with speed limits, parking and other traffic regulations on our parks including driving whilst under the influence of alcohol or drugs. All vehicles are brought onto the park at their owners risk and the Company does not accept responsibility for loss or damage to these except where it is caused by our negligence or fault. Commercial vehicles are not permitted on the park

BROCHURE & WEBSITE ACCURACY

Whilst every care is taken to ensure that the details in the brochure and our website are correct at time of being published, the photographic images shown are for illustration purposes and the details may be subject to alteration. The photography within the brochure and website is to be used as a guide and some might not be of the park itself.

PHOTOGRAPHY & FILMING

Due to the popularity of The Hop Farm Family Park we occasionally receive requests from TV and other companies to film or photograph at the park. We also undertake our own promotional filming & photography. Every effort is made to ensure filming does not intrude into or affect any park activity and that it is clear to guests that filming/photography is taking place. We will not accept responsibility if, contrary to your wishes, you appear on film or in photographs and we are unable to make any financial award or payment of any kind.

CONTACT US

If you need to contact us about your stay or in connection with these terms and conditions please call our touring park on 01892 838161, or email touring@thehopfarm.co.uk or write to: Touring & Camping Information, The Hop Farm, Maidstone Road, Beltring, Paddock Wood, Kent TN12 6PY.