

# Buckle Grove

Holiday Park

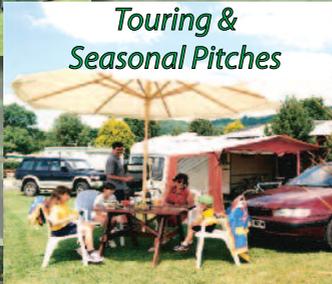
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Tel: 01749 870261 Fax: 01749 870101

*Nestling in the beautiful Cheddar valley,  
In the heart of stunning Somerset.*

*Camping*



*Touring &  
Seasonal Pitches*



*Holiday Homes for hire  
& private ownership*

## 2011 tariff

*Providing traditional & relaxing family holidays for over 60 years.*

# Touring & Camping Pitches

Our 2 touring and camping fields "Strawberry Field" and "The Grove" have individually marked and numbered pitches for tents, touring caravans & motorhomes. Beautifully landscaped with mature trees and shrubs and spectacular views across the Mendip Hills. Many have 10 amp hook-ups.

We also have a large summer camping field 'Tor View' with plenty of space and stunning views. This area does not have numbered pitches or electric hook-ups and is just for tents.

- open Whitsun and August only -

Our quality 4 star park offers the following:-

- Centrally heated & well-appointed facility blocks, with free hot water and showers.
- Secure barrier entry system & CCTV.
- Facilities for disabled and young families.
- Covered washing-up areas.
- Fully equipped, coin operated laundry.
- Freeze your ice-packs - any time of day, free of charge.
- Ample fresh water stand pipes near pitches.
- Hard standing pitches available at no extra-cost - *subject to availability*.
- Pet friendly & pet free areas. *Please read 'additional information'. Max 2 pets per pitch.*

| Nightly Pitch Fee's             |                |          |                                     |  |
|---------------------------------|----------------|----------|-------------------------------------|--|
| Includes 2 people, unit & 1 car |                |          |                                     |  |
| Pitch with Electric hook-up     | Standard Pitch | Extra's: |                                     |  |
|                                 |                | Dogs     | Child 5-11yrs £2.50 each per night  |  |
| £15                             | £10            | £2       | Youth 12-17yrs £3.50 each per night |  |
| £17                             | £12            | £2       | Extra Adults £5 each per night      |  |
| £19                             | £14            | £2       | Pup tent, Gazebo or extra Car       |  |
| £21                             | £16            | £2       | £3 per night ~space permitting~     |  |
| £27                             | £22            | £5       | Child under 5yrs & Awnings FREE     |  |

Arrivals from 2pm  
Departures 12 noon

| APRIL |    |    |    |    |    |    |
|-------|----|----|----|----|----|----|
| S     | M  | T  | W  | T  | F  | S  |
|       |    |    |    |    | 1  | 2  |
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| 10    | 11 | 12 | 13 | 14 | 15 | 16 |
| 17    | 18 | 19 | 20 | 21 | 22 | 23 |
| 24    | 25 | 26 | 27 | 28 | 29 | 30 |

| MAY |    |    |    |    |    |    |
|-----|----|----|----|----|----|----|
| S   | M  | T  | W  | T  | F  | S  |
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| 15  | 16 | 17 | 18 | 19 | 20 | 21 |
| 22  | 23 | 24 | 25 | 26 | 27 | 28 |
| 29  | 30 | 31 |    |    |    |    |

| MARCH |    |    |    |    |    |    |
|-------|----|----|----|----|----|----|
| S     | M  | T  | W  | T  | F  | S  |
|       |    |    |    |    | 4  | 5  |
| 6     | 7  | 8  | 9  | 10 | 11 | 12 |
| 13    | 14 | 15 | 16 | 17 | 18 | 19 |
| 20    | 21 | 22 | 23 | 24 | 25 | 26 |
| 27    | 28 | 29 | 30 | 31 |    |    |

| JULY |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    |    |    | 1  | 2  |
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| 10   | 11 | 12 | 13 | 14 | 15 | 16 |
| 17   | 18 | 19 | 20 | 21 | 22 | 23 |
| 24   | 25 | 26 | 27 | 28 | 29 | 30 |
| 31   |    |    |    |    |    |    |

| AUGUST |    |    |    |    |    |    |
|--------|----|----|----|----|----|----|
| S      | M  | T  | W  | T  | F  | S  |
|        | 1  | 2  | 3  | 4  | 5  | 6  |
| 7      | 8  | 9  | 10 | 11 | 12 | 13 |
| 14     | 15 | 16 | 17 | 18 | 19 | 20 |
| 21     | 22 | 23 | 24 | 25 | 26 | 27 |
| 28     | 29 | 30 | 31 |    |    |    |

| JUNE |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    | 1  | 2  | 3  | 4  |
| 5    | 6  | 7  | 8  | 9  | 10 | 11 |
| 12   | 13 | 14 | 15 | 16 | 17 | 18 |
| 19   | 20 | 21 | 22 | 23 | 24 | 25 |
| 26   | 27 | 28 | 29 | 30 |    |    |

| OCTOBER |    |                       |    |    |    |    |
|---------|----|-----------------------|----|----|----|----|
| S       | M  | T                     | W  | T  | F  | S  |
|         |    |                       |    |    |    | 1  |
| 2       | 3  | 4                     | 5  | 6  | 7  | 8  |
| 9       | 10 | 11                    | 12 | 13 | 14 | 15 |
| 16      | 17 | 18                    | 19 | 20 | 21 | 22 |
| 23      | 24 | 25                    | 26 | 27 | 28 | 29 |
| 30      | 31 | POOLS CLOSE from here |    |    |    |    |

| NOVEMBER |    |    |    |    |    |    |
|----------|----|----|----|----|----|----|
| S        | M  | T  | W  | T  | F  | S  |
|          |    | 1  | 2  | 3  | 4  | 5  |
| 6        | 7  | 8  | 9  | 10 | 11 | 12 |
| 13       | 14 | 15 | 16 | 17 | 18 | 19 |
| 20       | 21 | 22 | 23 | 24 | 25 | 26 |
| 27       | 28 | 29 | 30 |    |    |    |

| SEPTEMBER |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|
| S         | M  | T  | W  | T  | F  | S  |
|           |    |    |    |    | 1  | 2  |
| 3         | 4  | 5  | 6  | 7  | 8  | 9  |
| 10        | 11 | 12 | 13 | 14 | 15 | 16 |
| 17        | 18 | 19 | 20 | 21 | 22 | 23 |
| 24        | 25 | 26 | 27 | 28 | 29 | 30 |

⚡ Dates crossed through - Pitches Closed

| DECEMBER |    |                             |    |    |    |    |
|----------|----|-----------------------------|----|----|----|----|
| S        | M  | T                           | W  | T  | F  | S  |
|          |    |                             |    |    | 1  | 2  |
| 3        | 4  | 5                           | 6  | 7  | 8  | 9  |
| 10       | 11 | 12                          | 13 | 14 | 15 | 16 |
| 17       | 18 | 19                          | 20 | 21 | 22 | 23 |
| 24       | 25 | 26                          | 27 | 28 | 29 | 30 |
| 31*      |    |                             |    |    |    |    |
| 1        | 2  | PARK CLOSED until 2nd March |    |    |    |    |

Bank Holidays are underlined

# Holiday Homes for hire

Our Caravan Holiday Homes provide all you need for a relaxing and carefree Self-Catering holiday. We offer a range of comfortable Holiday Homes with all the essentials for a great holiday at a price to suit all budgets.

All our Holiday Home accommodation is serviced & cleaned to a very high standard and includes:

- Fully equipped modern fitted kitchen with fridge, oven & hob. All kitchenware, even dishcloths, tea towel and washing-up liquid.
- Shower, wash basin & W.C.
- Colour TV with 
- Pillows, duvets and all bed linen.
- LP gas, mains water & electricity included.
- Gas fire in lounge with electric panel heater in main bedroom.
- Patio table & chairs or picnic bench - BBQ's allowed.
- Smoke & Carbon monoxide detectors.
- Parking along side for 1 car.
- Pet free & pet friendly caravans. *Pets +£5 per night, please read "additional information". Max 1 pet per caravan.*
- Choice of smoking & non-smoking caravans ~ *please request at the time of booking.*

|          | Weekly                         |           |         | Short Breaks |           |         |
|----------|--------------------------------|-----------|---------|--------------|-----------|---------|
|          | Flexible start day, please ask |           |         |              |           |         |
|          | Chestnut                       | Beechwood | Ashwood | Chestnut     | Beechwood | Ashwood |
|          | £250                           | £215      | £180    | £160         | £140      | £115    |
|          | £280                           | £245      | £210    | £180         | £160      | £135    |
|          | £310                           | £275      | £240    | £200         | £180      | £155    |
|          | £340                           | £305      | £270    | £220         | £200      | £175    |
|          | £415                           | £380      | £345    | £270         | £250      | £225    |
|          | £490                           | £455      | £420    | £320         | £300      | £275    |
| UPGRADE* | £20                            | £20       | £20     | £10          | £10       | £10     |

Arrivals from 2pm  
Departure by 10am

**15 Dates crossed through**  
Holiday Homes Closed

| MARCH |    |    |                     |    |    |    |   |
|-------|----|----|---------------------|----|----|----|---|
| S     | M  | T  | W                   | T  | F  | S  |   |
|       |    |    | PARK OPEN from here |    |    | 4  | 5 |
| 6     | 7  | 8  | 9                   | 10 | 11 | 12 |   |
| 13    | 14 | 15 | 16                  | 17 | 18 | 19 |   |
| 20    | 21 | 22 | 23                  | 24 | 25 | 26 |   |
| 27    | 28 | 29 | 30                  | 31 |    |    |   |

| APRIL |    |    |                      |    |    |    |   |
|-------|----|----|----------------------|----|----|----|---|
| S     | M  | T  | W                    | T  | F  | S  |   |
|       |    |    | POOLS OPEN from here |    |    | 1  | 2 |
| 3     | 4  | 5  | 6                    | 7  | 8  | 9  |   |
| 10    | 11 | 12 | 13                   | 14 | 15 | 16 |   |
| 17    | 18 | 19 | 20                   | 21 | 22 | 23 |   |
| 24    | 25 | 26 | 27                   | 28 | 29 | 30 |   |

| MAY |    |    |    |    |    |    |
|-----|----|----|----|----|----|----|
| S   | M  | T  | W  | T  | F  | S  |
| 1   | 2  | 3  | 4  | 5  | 6  | 7  |
| 8   | 9  | 10 | 11 | 12 | 13 | 14 |
| 15  | 16 | 17 | 18 | 19 | 20 | 21 |
| 22  | 23 | 24 | 25 | 26 | 27 | 28 |
| 29  | 30 | 31 |    |    |    |    |

| JUNE |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    | 1  | 2  | 3  | 4  |
| 5    | 6  | 7  | 8  | 9  | 10 | 11 |
| 12   | 13 | 14 | 15 | 16 | 17 | 18 |
| 19   | 20 | 21 | 22 | 23 | 24 | 25 |
| 26   | 27 | 28 | 29 | 30 |    |    |

| JULY |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    |    |    | 1  | 2  |
| 3    | 4  | 5  | 6  | 7  | 8  | 9  |
| 10   | 11 | 12 | 13 | 14 | 15 | 16 |
| 17   | 18 | 19 | 20 | 21 | 22 | 23 |
| 24   | 25 | 26 | 27 | 28 | 29 | 30 |
| 31   |    |    |    |    |    |    |

| AUGUST |    |    |    |    |    |    |
|--------|----|----|----|----|----|----|
| S      | M  | T  | W  | T  | F  | S  |
|        | 1  | 2  | 3  | 4  | 5  | 6  |
| 7      | 8  | 9  | 10 | 11 | 12 | 13 |
| 14     | 15 | 16 | 17 | 18 | 19 | 20 |
| 21     | 22 | 23 | 24 | 25 | 26 | 27 |
| 28     | 29 | 30 | 31 |    |    |    |

| SEPTEMBER |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|
| S         | M  | T  | W  | T  | F  | S  |
|           |    |    |    |    | 1  | 2  |
| 3         | 4  | 5  | 6  | 7  | 8  | 9  |
| 10        | 11 | 12 | 13 | 14 | 15 | 16 |
| 17        | 18 | 19 | 20 | 21 | 22 | 23 |
| 24        | 25 | 26 | 27 | 28 | 29 | 30 |

| OCTOBER |    |             |    |    |    |    |
|---------|----|-------------|----|----|----|----|
| S       | M  | T           | W  | T  | F  | S  |
|         |    |             |    |    |    | 1  |
| 2       | 3  | 4           | 5  | 6  | 7  | 8  |
| 9       | 10 | 11          | 12 | 13 | 14 | 15 |
| 16      | 17 | 18          | 19 | 20 | 21 | 22 |
| 23      | 24 | 25          | 26 | 27 | 28 | 29 |
| 30      | 31 | POOLS CLOSE |    |    |    |    |

| NOVEMBER |    |    |    |    |     |     |
|----------|----|----|----|----|-----|-----|
| S        | M  | T  | W  | T  | F   | S   |
|          |    | 1  | 2  | 3  | 4   | 5   |
| 6        | 7  | 8  | 9  | 10 | 11* | 12* |
| 13       | 14 | 15 | 16 | 17 | 18  | 19  |
| 20       | 21 | 22 | 23 | 24 | 25  | 26  |
| 27       | 28 | 29 | 30 |    |     |     |

| DECEMBER |    |                              |    |    |    |    |
|----------|----|------------------------------|----|----|----|----|
| S        | M  | T                            | W  | T  | F  | S  |
|          |    |                              |    |    | 1  | 2  |
| 3        | 4  | 5                            | 6  | 7  | 8  | 9  |
| 10       | 11 | 12                           | 13 | 14 | 15 | 16 |
| 17       | 18 | 19                           | 20 | 21 | 22 | 23 |
| 24       | 25 | 26                           | 27 | 28 | 29 | 30 |
| 31       | 2  | POOLS REOPENS 2nd March 2012 |    |    |    |    |

Bank Holidays are underlined



**CHESTNUT: Large 4/6 berth**  
Superior & stylish interior.  
1 double & 1 twin bedroom + convertible double bed.  
**Plus; Central Heating, Double Glazing, DVD player & Microwave oven.**  
*Upgrade\* = under 3yrs old*

**BEECHWOOD: 4/6 berth**  
Good standard & great value family accommodation. 1 double & 1 twin bedroom + convertible double.  
**Plus; Microwave oven.**  
*Upgrade\* = central heating & double glazing*

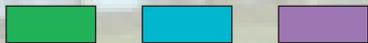
**ASHWOOD: 2/4 berth**  
Popular 1 bedroom holiday home choice for couples; 1 double + convertible double (in lounge).  
*Upgrade\* = under 3yrs old, central heating & double glazing.*

# Special Offers

## **SAVE £25 - Camping & Touring**

### **Weekly Special Offer**

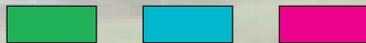
Stay for 1 week and get £25 off!  
Valid when your holiday starts on a day displaying any of these pricing colours.



## **SAVE £25 - Holiday Home**

### **Mid-week Special Offer**

Stay 4 nights for the same price as 3  
and get an extra £25 off!  
Valid when your holiday starts on a Monday displaying any of these pricing colours.



## **5 - 10% Loyalty Discount**

Book a second stay this year and  
get up to 10% off

5% for stays up to 3 nights

7% for stays between 4-9 nights

10% for stays over 10 nights

Also valid for all returning guests that have  
stayed within the last 3 years.

## **Book next years holiday**

### **at this years price!**

Book and pay your deposit  
by the 30th November  
and only pay this years tariff.

**Terms & Conditions:** All offers are subject to availability. Please select your offer carefully as only 1 offer will apply to any single booking. Only available on confirmed advance bookings where a deposit/payment is made. These offers cannot be used in conjunction with any other future/present offer. Offers can be withdrawn/changed.

## How to make a booking

Bucklegrove is a long established park and has been providing traditional and fun-filled family holidays for over 60 years. We cater for touring caravans/trailer tents/tents/motor caravans and static caravan holiday homes. We welcome families and couples and do not accept bookings from all male or all female parties of four or more persons. Our guests' enjoyment and safety is paramount and therefore we ask you to read our 'Booking Terms and Conditions' before making your booking.

**Deposits:** A £50 deposit is required for each booking - this confirms your reservation.

**Balance Payments:** Camping & Touring Pitches - on arrival.  
Holiday Homes 4 weeks prior to arrival.

**The easiest way to check availability and make a booking is via our website;  
[www.bucklegrove.co.uk](http://www.bucklegrove.co.uk)**

It's simple to use, secure and at your convenience 24 hours a day, 7 days a week.

*You can make your payment with a debit or credit card at no additional cost.*

Alternatively you can call us on **01749 870 261** and speak to a real person. You can also provisionally reserve a pitch over the phone and send a cheque or postal order.

*Please note; we do not charge for payments made by debit card, however credit card payments will incur a £2 fee.*

# Facilities

We offer the following facilities for all our guests.

**Heated Indoor Swimming Pools** housed within an attractive Log Cabin with separate changing areas and toilets for ladies & gents. Open daily from April until the end of October - 10am - 6pm.  
**FREE UNLIMITED USE DURING YOUR STAY.**

**Family Friendly Bar** - A warm welcome and friendly relaxed atmosphere awaits you at our bar. Serving a wide range of beverages including local ales, cider & scrumpy. Home cooked meals using locally sourced produce and delicious Sunday Lunch Carvery on selective dates. Occasional Live Music and family themed entertainment. Sun Terrace with a view of the play park.

**Children's Play Park;** a fun & colourful Play Park for children under 12 years old with wet-pour rubber safety surface, multi-level play fort, wave slide, animal spring rockers and fenced around for safety.

**Park Shop** for all your food & camping essentials. Off-license, Ice-creams & toys. Pay phone.

**Fully Equipped Coin Operated Laundry** complete with washers, dryers and ironing.

**Facility Blocks** - 2 clean and well-appointed toilet/shower blocks; one for each of our touring/camping fields. Each have FREE hot showers: large cubicles with plenty of changing space and clothes hooks. Ample wash hand basins with lighted mirrors and free hot water. Hairdryers - at a *small charge*. Centrally heated September - May. Dishwashing areas with FREE hot water and ice-block freezer. In addition there are 2 separate FAMILY BATHROOMS with full sized baths - £1 charge and a DISABLED SHOWER ROOM with shower, wc & wash basin.

**WiFi** - we offer premium WiFi throughout the Holiday Park. Simple, self registering access, that provides secure Internet access at any time of day or night at a very reasonable price.

## DIARY DATES \*

3rd April - Mothering Sunday  
24th April - Easter Bunny & Egg Hunt  
2nd May - May Day Bank Holiday  
30th May - Spring Bank Holiday - Whitsun  
19th June - Fathers Day  
29th August - Bank Holiday  
21st - 29th October - Halloween Half Term  
11th/12th November - Wells & Glastonbury Carnivals

## Bar Opening Hours

|  | Bar                     | Meals Served  |
|--|-------------------------|---|
|  | 6.30 - 10.30pm          | 6.30 - 8.30pm   |
|  | 6.30 - 11pm             | 6.30 - 8.30pm   |
|  | 5 - 11pm                | 6.30 - 8.30pm   |
|  | 12.30 - 2.30pm          | Carvery Lunch<br>Carvery Lunch<br>12.30 - 2pm<br>Bar Meals<br>6.30 - 8.30pm |
|  | All Day<br>12.30 - 11pm |   |

15 Dates crossed through - Bar is closed

| MARCH               |    |    |    |    |    |    |   |
|---------------------|----|----|----|----|----|----|---|
| S                   | M  | T  | W  | T  | F  | S  |   |
| PARK OPEN from here |    |    |    |    |    | 4  | 5 |
| 6                   | 7  | 8  | 9  | 10 | 11 | 12 |   |
| 13                  | 14 | 15 | 16 | 17 | 18 | 19 |   |
| 20                  | 21 | 22 | 23 | 24 | 25 | 26 |   |
| 27                  | 28 | 29 | 30 | 31 |    |    |   |

Please note that exact times & dates may vary due to circumstances beyond our control

| APRIL                |    |    |    |    |    |    |   |
|----------------------|----|----|----|----|----|----|---|
| S                    | M  | T  | W  | T  | F  | S  |   |
| POOLS OPEN from here |    |    |    |    |    | 1  | 2 |
| 3*                   | 4  | 5  | 6  | 7  | 8  | 9  |   |
| 10                   | 11 | 12 | 13 | 14 | 15 | 16 |   |
| 17                   | 18 | 19 | 20 | 21 | 22 | 23 |   |
| 24*                  | 25 | 26 | 27 | 28 | 29 | 30 |   |

| MAY |     |    |    |    |    |    |
|-----|-----|----|----|----|----|----|
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| 15  | 16  | 17 | 18 | 19 | 20 | 21 |
| 22  | 23  | 24 | 25 | 26 | 27 | 28 |
| 29  | 30* | 31 |    |    |    |    |

| JUNE |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    | 1  | 2  | 3  | 4  |
| 5    | 6  | 7  | 8  | 9  | 10 | 11 |
| 12   | 13 | 14 | 15 | 16 | 17 | 18 |
| 19*  | 20 | 21 | 22 | 23 | 24 | 25 |
| 26   | 27 | 28 | 29 | 30 |    |    |

| JULY |    |    |    |    |    |    |
|------|----|----|----|----|----|----|
| S    | M  | T  | W  | T  | F  | S  |
|      |    |    |    |    | 1  | 2  |
| 3    | 4  | 5  | 6  | 7  | 8  | 9  |
| 10   | 11 | 12 | 13 | 14 | 15 | 16 |
| 17   | 18 | 19 | 20 | 21 | 22 | 23 |
| 24   | 25 | 26 | 27 | 28 | 29 | 30 |
| 31   |    |    |    |    |    |    |

| AUGUST |     |    |    |    |    |    |
|--------|-----|----|----|----|----|----|
| S      | M   | T  | W  | T  | F  | S  |
|        | 1   | 2  | 3  | 4  | 5  | 6  |
| 7      | 8   | 9  | 10 | 11 | 12 | 13 |
| 14     | 15  | 16 | 17 | 18 | 19 | 20 |
| 21     | 22  | 23 | 24 | 25 | 26 | 27 |
| 28     | 29* | 30 | 31 |    |    |    |

| SEPTEMBER |    |    |    |    |    |    |
|-----------|----|----|----|----|----|----|
| S         | M  | T  | W  | T  | F  | S  |
|           |    |    |    |    | 1  | 2  |
| 3         | 4  | 5  | 6  | 7  | 8  | 9  |
| 10        | 11 | 12 | 13 | 14 | 15 | 16 |
| 17        | 18 | 19 | 20 | 21 | 22 | 23 |
| 24        | 25 | 26 | 27 | 28 | 29 | 30 |

| OCTOBER |    |             |    |    |    |    |
|---------|----|-------------|----|----|----|----|
| S       | M  | T           | W  | T  | F  | S  |
|         |    |             |    |    |    | 1  |
| 2       | 3  | 4           | 5  | 6  | 7  | 8  |
| 9       | 10 | 11          | 12 | 13 | 14 | 15 |
| 16      | 17 | 18          | 19 | 20 | 21 | 22 |
| 23      | 24 | 25          | 26 | 27 | 28 | 29 |
| 30      | 31 | POOLS CLOSE |    |    |    |    |

| NOVEMBER |    |    |    |    |     |     |
|----------|----|----|----|----|-----|-----|
| S        | M  | T  | W  | T  | F   | S   |
|          |    | 1  | 2  | 3  | 4   | 5   |
| 6        | 7  | 8  | 9  | 10 | 11* | 12* |
| 13       | 14 | 15 | 16 | 17 | 18  | 19  |
| 20       | 21 | 22 | 23 | 24 | 25  | 26  |
| 27       | 28 | 29 | 30 |    |     |     |

| DECEMBER |    |                             |    |    |    |    |
|----------|----|-----------------------------|----|----|----|----|
| S        | M  | T                           | W  | T  | F  | S  |
|          |    |                             |    |    |    | 1  |
|          |    |                             |    | 2  | 3  | 4  |
| 5        | 6  | 7                           | 8  | 9  | 10 | 11 |
| 12       | 13 | 14                          | 15 | 16 | 17 | 18 |
| 19       | 20 | 21                          | 22 | 23 | 24 | 25 |
| 26       | 27 | 28                          | 29 | 30 | 31 |    |
| 1        | 2  | PARK REOPENS 2nd March 2012 |    |    |    |    |

# Booking Terms & Conditions

## Introduction

Bucklegrove Holiday Park is a family park catering for touring caravans/trailer tents/tents/motor caravans and static holiday homes. We welcome families and couples and do not accept bookings from all male or all female parties of four or more persons. Our guests' enjoyment and safety is paramount and therefore we ask you to read the following Terms and Conditions before making your booking.

**Deposits:** £50 for each booking - this confirms your reservation.

**Balance Payments:** Camping & Touring Pitches - on arrival.

Holiday Homes 4 weeks prior to arrival

**The easiest way to check availability and make a booking is via our website; [www.bucklegrove.co.uk](http://www.bucklegrove.co.uk).** It's simple to use, secure and at your convenience 24 hours a day, 7 days a week.

Alternatively you can **call us on 01749 870 261** and speak to a real person. You can also provisionally reserve a pitch over the phone and send a cheque or postal order. *Please note; we do not charge for payments made by debit card, however credit cards incur a £2 fee.*

The person who makes the booking is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers stated.

## Access statement and policy

We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we offer on the park. This includes a copy of our Terms and Conditions and a Booking Form, both in large print. If you would like a copy, or wish to discuss any other special needs, please make our booking staff aware.

## Booking conditions

We reserve the right to ask guests who contravene these terms and conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you. We also reserve the right to refuse any booking.

## This Contract

This contract is with Bucklegrove Ltd. A contract exists as soon as we have issued our confirmation invoice and you should please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days unless your holiday is to start within 14 days in which case you should inform us within 24 hours.

The terms contained in this contract do not affect your statutory rights.

## The Price of the Holiday

Once you have made your booking and paid the deposit the price of the holiday will not be subject to any change unless the rate of VAT changes or you have asked us to amend your holiday.

The balance of the price of your holiday must be paid at least 28 days before the start date for static holiday home bookings (no reminder will be sent to you) or on arrival for touring/tent pitch bookings. If the balance is not paid in time then we are entitled to cancel the holiday and retain your deposit.

**Cancellation of the Holiday by you - we do not sell insurance but suggest you have sufficient cover.**

You may cancel your holiday at any time. For touring/tent pitches you will forfeit your deposit. Cancellation will be effective on the date it is received by us.

Cancellation charges for static holiday home bookings are payable as follows:

More than 50 days = Deposit only. 49 to 15 days = 50%.

14 to 2 days = 70%. Within 48 hours = full cost of holiday.

## Change or cancellation of the Holiday by us

If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid.

## Holiday Behaviour Standards and Termination

By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:

- To act in a courteous and considerate manner towards us, our staff and other guests.

- To supervise children properly so that they are not a nuisance or danger to themselves or others.

- You further agree that you will not:

- commit any criminal offence at the Park or undertake any criminal activity

- commit any acts of vandalism or nuisance

- keep or carry any firearm or any other weapon at the Park

- use any unlawful drugs

- create any undue noise or disturbance

- carry on any trade or business while on the Park.

Quiet hours are from Midnight until 7.00am. Please respect your fellow guests and keep noise to an absolute minimum.

## Health and Safety

We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:

- The speed limit on the park is 5mph.

- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.

- Guests are not allowed to bring lorries or other commercial vehicles on to the park without prior approval.

- No motorised recreational vehicles can be used on the park. This includes motorised scooters and liquid fuel remote controlled vehicles.

- Bicycle use is permitted during daylight hours and helmets should be worn.

- No mechanical, repair work or car washing is to be undertaken on the park.

- Only 1 vehicle can be parked next to the pitch. All other vehicles must be parked in the main parking area.

- The rules for the swimming pool are displayed at the entrance to the pool. Children under 16 must be supervised by an adult and anyone failing to adhere to the rules will be excluded from the area for the remainder of their stay. PLEASE NOTE; the pool is not life guarded.

- Please make yourself aware of the nearest fire point.

Our full Health and Safety Policy is available for inspection in Reception.

## Dogs and other pets

Well behaved pets & responsible owners are very welcome; we have a simple set of rules which you will be given upon checking-in along with dog mess bags. There is a downloadable PDF available on our website.

We do not have a separate dog exercise area, though there is easy access to many lanes and footpaths directly from the park onto the Mendip Hills.

We reserve the right to require that the owner removes their dog, or any other pet, from the park if it is a nuisance or danger to other guests.

No dog is permitted into 'Strawberry Field' or any facility buildings including the bar and swimming pool with the exception of 'Assistance' dogs.

## General

- The number of persons occupying the accommodation must not exceed the stated berths.

- Only food & beverages purchased from the bar may be consumed in the bar and on the sun terrace during the bar opening hours.

- Children are very welcome in our family bar and must be accompanied by an adult at all times.

- Open fires and ground level barbecues are not permitted.

- The use of generators is not permitted.

- Cutting or damaging trees and other vegetation is strictly prohibited and the natural conditions are not to be disturbed. This includes tying ropes to, driving nails into or climbing trees.

- Please note that should you wish to extend your stay beyond the booked dates there is no guarantee that the same pitch will be available.

- No refunds can be given if guests depart prior to the end of the booked holiday, unless they do so as the result of the breach of some obligation on our part which would justify cancelling the holiday.

- The prices listed include VAT at the current rate.

- The information supplied on the Booking Form will be stored on computer for administrative purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on our park. For the purposes of the Data Protection Act 1984; if you do not wish to receive any communication from us please inform reception or email us at [info@bucklegrove.co.uk](mailto:info@bucklegrove.co.uk) with REMOVE in the subject line.

- Pitches: The size of your unit, including any tents and gazebos, must be stipulated at the time of booking to ensure that the allocated pitch is large enough. Should you subsequently alter your requirements we cannot guarantee to provide an appropriately sized pitch.

- Please advise us if you are likely to arrive later than 6.00pm. If we have not heard from you within 24 hours of your expected arrival we reserve the right to re-let your pitch/holiday home.

- Touring pitches must be vacated by 12 noon on the day of your departure otherwise an additional night's pitch fee will be charged. Holiday Homes must be vacated by 10am

- Check-in is between 2-5pm. You are requested not to arrive between 1-2pm. Latest arrival time is 9pm.

- Every endeavour will be made to allocate guests the pitch of their choice, however, it must be clearly understood that acceptance of a booking is not conditional on the allocation of a particular pitch.

- Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt whether you are on the right pitch please check with a member of staff. Any guest on the wrong pitch may be required to move.

- You are responsible for any loss or damage to the holiday home/pitch and its equipment. You are required to leave the holiday home/pitch in the same condition that you first occupied it.

- Day guests must register at reception on arrival and will be required to pay a visitors fee. Day guests must leave by 11.30pm and are not permitted to bring pets onto the park.

## Complaints

We are committed to providing a good quality service. If you have a complaint about anything during your holiday please raise it with reception immediately and give us the chance to resolve the matter. If you wish to pursue it following your departure please write to us within 28 days of your departure. Thank you.

AAA Also available in large print.

'Access Statement' available on request