



Wyreside Lakes -Campsite & Glamping Pod Terms and Conditions

All customers please read carefully before confirming your booking.

We appreciate your co-operation and understanding on the terms and conditions outlined below and our agreement is formed upon receipt of the required deposit payment or formal confirmation of a booking made. Where discounts are available only one discount will apply per total booking. For assistance with information or online bookings please call our reception on 01524 792093. Our reception opening hours are from 8am until 5pm November - March and from 8am until 6pm - April to October annually.

If a member of staff is not available please leave a message and we will return your call as quickly as possible or alternatively email us at team@wyresidelakes.co.uk or Facebook inbox us at www.facebook.com/wyresidelakes/

Wyreside Lakes Cancellation and Amendment Policy.

Wyreside Lakes are not liable for refunds or expenses you incur in the event they are prevented from fulfilling your Booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). **We advise guests to seek holiday insurance where appropriate.**

If you expect to have a late or delayed arrival, please take the courtesy to communicate with us so that they can make any necessary arrangements to receive you.

If you want to cancel your booking

Your Accommodation/Camping booking is a contract for the provision of leisure services on a specific date or dates and this means **that you do not have a statutory right to change your mind and cancel the contract.** We do, however, offer you the right to amend your contract subject to the provisions below.

If you wish to amend a confirmed booking you must let us know by email, by phone or in writing as soon as possible and, in any event, prior to the first day of your booking. Your booking will be amended with effect from the day we receive your email or written notification, subject to us deducting amendment/cancellation charges as set out below.

Our amendment/cancellation charges are calculated according to the time between when we receive notification from you that you wish to cancel/amend your booking and the start of your booking. Our Amendment are set out in the table below:

No. of days prior to booking start date	Amendment charge	
	We take a 50% deposit this payment is non-refundable in all circumstances.	
More than 7 days	No fee – booking amended as requested.	
Less than 7 days	50% deposit paid towards the booking – will be retained as a cancellation charge	If 100% has been paid in advance for the booking – 50% will be retained for a cancellation fee, the remaining 50% can be transferred to a new booking or refunded.

If you want to amend your booking, you must notify Wyreside Lakes as soon as possible. Subject to availability, amendments to your booking can be made up to seven days before your arrival at the Site.

If you cancel your booking after the booking start date, we will not issue any refund for any remaining nights of your booking. To clarify, this includes where you cancel your booking for any reason outside of your reasonable control,

including without limitation, inclement weather, and illness. We strongly recommend you take out holiday insurance to compensate you in these circumstances.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the Website. It is your responsibility to read the Terms each time you submit a Booking, and any such request shall signify that you have accepted to be bound by the latest set of Terms. A copy of the latest set of Terms is available on the Website and upon request.

Fire Pit Risk Assessment

Hazard	Harm	at Risk	existing measures/ new measures	who is responsible & when?
Fire & heat	burning to skin & clothes	all	<ul style="list-style-type: none"> ● Supervision of the fire, one person to be sat beside fire at all times while alight or hot embers remain, to ensure no-one has unsupervised access. ● Children will be particularly supervised and given fire safety advice. ● First aiders and first aid box will be available. ● A personal fire extinguisher will be present, and you will note where the nearest site fire extinguisher is located. 	The owner of the chimenea is ultimately responsible and all those using it.
Fire out of control	as above and damage to area.	all	<ul style="list-style-type: none"> ● As above ● Fire area will be away from buildings. ● The fire will not be under overhanging trees which may catch alight. ● A good supply of water will be available to put out flames and dampen heat. ● A fire blanket will be available to wrap around person who may be alight. 	The owner of the chimenea
Falls into fire	burning to skin & clothes	all	<ul style="list-style-type: none"> ● As above & ● Children have a safety brief before entering the fire pit area. ● No walking between the seats and fire allowed. ● Maximum of 8 people at fire (inc. adults). 	The owner of the chimenea
Smoke	inhalation, irritation	all	<ul style="list-style-type: none"> ● The position of the fire will be away from any caravans, tents, awnings, shelters, storage containers and cars. ● The wind direction will be constantly assessed and participants will be advised to move safely out of smoke direction. ● Dry suitable wood used to prevent excess smoke. wood can not be sourced anywhere from the Wyreside estate - we do not want to disturb the natural ecology of the park and risk danger of scorching the ground or large uncut pieces being used which could be a fire hazard. ● Use clear goggles if needed to prevent eye damage 	The owner of the chimenea
Heat from hot embers.	burning to skin & clothes	all	<ul style="list-style-type: none"> ● When the fire activity is finished, the embers will be dampened and cooled with water and in the morning will be disposed of in the metal ash container near the children's play area. 	The owner of the chimenea

Admission:

- We are strictly a family and couples camp site. We do not allow any single sex groups including stag or hen parties. We also have a limit on group bookings - please telephone 01524 792093 for further details. Any groups who have falsified information at the booking stage may be refused entry.
- **ALL BOOKING FEES, EITHER DEPOSITS OR PAYMENTS IN FULL ARE STRICTLY NON REFUNDABLE. THE 14 DAY STATUTORY CUSTOMER COOL OFF PERIOD DO NOT APPLY TO ANY ACCOMODATION BOOKINGS.**
- Over 21s only – any younger persons must be accompanied by their parents or legal guardians.

NO OPEN FIRES OR DISPOSABLE BBQ'S OF ANY KIND ARE ALLOWED - TRADITIONAL BBQ'S, FIRE PITS OR CHIMENEAS ON LEGS CAN BE USED, YOU MUST BRING YOUR OWN WOOD OR PURCHASE FROM INSIDE THE SITE SHOP YOU MUST **NOT COLLECT WOOD FROM AROUND THE SITE. ALL FIRES MUST BE EXTINGUISHED IN ACCORDANCE WITH OUR FIRE RISK ASSESSMENT WHICH CAN BE FOUND ONLINE OR PRINTED AT RECEPTION.**

Booking Terms and Conditions- Camping and Caravan Site / Log Pods

- We reserve the right to refuse any visitor entry. We respectfully ask that you declare if you intend to have visitors during your stay. It is important to have a list of all visitors to the site for security and health and safety reasons. There is a car park charge in force for any non-guest visitors to the site - £1 per day per car. Please keep the ticket for inspection- this ticket is also redeemable off purchases from the shop, bar, or restaurant.
- All weekend electric bookings must be for 2 nights minimum from the Friday and during all Bank Holidays a 3-night minimum from the Friday (or beforehand).
- Campsite / Pod guests who are staying at Wyreside Lakes are entitled to a 10% discount on any fishing permits. When promotional discounts are enforced, the cheapest rate will be discounted.
- We are strictly a family/adult camp site only. We do not allow young or single sex groups or Stag/Hen groups. We also have a limit on group bookings - please telephone 01524 792093 for further details. Any groups who have falsified information at the booking stage may be refused entry on arrival and any booking fees / deposits will be non-refundable.
- We will not accept late arrivals unless we are previously notified so that we can allocate a separate space. Some of the campgrounds are not lit at night and we do not want to disturb our guests that may have young children already asleep. We appreciate your co-operation and understanding.
- **No refunds are given due to bad weather - unless the Management decide to close the site due to serious flooding issues. In this circumstance a full refund will be given, or the booking deposit moved to another agreed date. We reserve the right to place our guest accommodation where is most suitable to the ground conditions at the time. We will endeavour to allow your vehicle to be next to your accommodation but reserve the right to ask you to park your vehicle and walk to your pitch if the ground is not suitable to drive onto.**
- Any camping bookings made through 3rd party non-affiliated websites cannot be transferred to any other dates other than booked or upgraded to any other pitch type or product / service within the Wyreside lakes business portfolio.
- **Please Note POD BOOKINGS;** you must bring your own linens, quilts, blankets, pillows, and towels. There is also no cooking equipment in the pod. We do have a restaurant on site and also telephone numbers for the local take aways.
- **Please Note POD BOOKINGS;** a Debit or Credit card is necessary when checking in and collecting keys for any of our pods. This will be charged for any damages made to the outside or inside of the pod and / or the necessity of extra cleaning required after your departure. It is imperative that the pod is left in the same clean condition, as on arrival.

- **All site fees must be paid on arrival.** All campers and their visitors MUST register at reception before going onto site itself.
- Campsite check in time is from 12.00 pm onwards until 9.00 pm in the summer months and until just before dark in the autumn / winter months. Departure is by 12.00 midday.
- Pod check in is from 2pm and departure is by 11am daily.
- No anti-social or drunken behaviour: **CONSIDERATE CAMPERS ONLY.**
- For office / barrier opening times please check the gatepost sign or ask a member of staff on your arrival.
- Please retain your receipt as you may be asked to present it as proof of payment.
- Post or Telephone messages are not relayed onto the site.
- No persons are allowed near the farm building, livestock or machinery.
- **All waste and rubbish must be placed in the skips provided. In the unlikely event that the skips are full, all rubbish must be placed in black bin liners and tied securely. White plastic carrier bags are not acceptable.** Due to our environmental policy and commitments the waste refuse collected from this site is domestic waste only, **Household waste such as carpets, BBQ's, Garden accessories and / or any other forms of non-domestic waste are not allowed, please take these home.** Please recycle cardboard, paper, tins and glass in the recycling centre and if anyone is found putting waste in the recycle bins they will forfeit their pitch without refund.
- Adults are responsible for children in their care. **Children must be supervised at ALL times by a parent or guardian.** No unaccompanied children are allowed in the facility block or to be left on site unattended . Ball games are allowed on the area in front of the children's play area only, under no circumstances are children to play around the tents, seasonal caravans or driveways. Water slides and water bombs are strictly prohibited. Please observe that the campsite is adjacent to 7 fishing waters and the river Wyre.
- **Wyreside Lakes accepts no liability for any accidents in the children's play area so please supervise your children carefully whilst using this facility. While the pandemic restrictions are still enforced you must sign a disclaimer before your children utilise the children's play area.**
- **When using hook-up points, please remember that they are 10 amps and the relevant low volt camping equipment should be used. Household 13 amp appliances will trip your electric supply and possibly the supply of other units if severely overloaded. When you book for an electric pitch please ensure that your cable is over 25 meters as some of our pitches are not adjacent to electrical hook up boxes. We may not always have extension cables available for you to borrow during your stay. If you borrow an electric cable a £20 deposit will be required which will be given back on return of the cable.**
- Any damages to the property of Wyreside Lakes must be paid for. Wyreside Lakes accepts no responsibility for loss or damage of personal belongings whilst visiting the site.
- **DISPOSABLE BBQ'S AND OPEN FIRES ARE NOT ALLOWED. Any cooking equipment – on stands / legs – lifted off the ground are welcome.** No burning or scorching the grass and strictly no coals are allowed in the camp site bins. Wood cannot be sourced anywhere from the Wyreside estate - we do not want to disturb the natural ecology of the park and risk danger of scorching the ground or large uncut pieces being used which could be a fire hazard.
- **Please respect the licensing laws. Under no circumstances will children be served any alcohol or tobacco;** however they may purchase soft drinks and confectionery from the bar until 9pm daily.
- **Please note that the farmhouse is private and there is no access to the general public through its courtyard, gates or gardens.**

- Please remember that anglers are also patrons of Wyreside Lakes. Please do not walk around the estate in large groups and do not walk around the lakes after dark.
- Each camping field has its own water supply and fire points. Please ensure you know where they are. There are 5 Elsan and wastewater points around the site – ask a member of staff for further details.
- Should you discover a fire please use the nearest alarm - if outdoors a bell / claxon can be used – if inside the main building there are push button points and a fire alarm will sound. Immediately afterwards you should either dial 999 (if you have a mobile) stating the Wyreside address or notify a member of staff at reception to contact the fire brigade. Please take note of where all the fire escape routes are when using the facilities in the main building. The assembly point is in the main car park.
- **All dogs must be kept under control and on a lead in populated areas. Any dog waste must be collected and placed in the bins – poop bags are available in the site shop.** The management has discretion regarding the acceptance of dogs on the site and this is on the condition that the dog owner accepts full responsibility, keeps the dog on a lead at all times when on site. All fouling must be cleaned up by the dog owners, **DOGS MUST NOT BE LEFT UNATTENDED AT ANY TIME.**
- **Please leave the communal toilets/showers clean and tidy for the use of other guests.** The outside sinks are for dish washing only.
- Please drive carefully when on the property and observe the speed limits at all times. Remember - children are at play.
- **Please Note: Any person who, in the view of the proprietors, cause undue disturbance or who fails to adhere to the above terms, conditions and site rules, will forfeit their pitch without a refund.**
- **These rules and regulations are there to ensure all visitors at Wyreside Lakes have a safe and happy stay. Any persons found not complying with any of the above regulations will immediately be asked to leave without refund.**