

CAMPING BOOKING TERMS & CONDITIONS

PLEASE MAKE SURE YOU READ AND UNDERSTAND THE FOLLOWING TERMS & CONDITIONS BEFORE YOU BOOK ONLINE OR PAY A DEPOSIT. PLEASE KEEP THEM FOR FUTURE REFERENCE.

BY MAKING PAYMENT, YOU AGREE TO THESE TERMS.

Time of arrival on site After **1300hrs** (1pm)
Time of departure Before **1200hrs** (midday)

- SORRY, NO GROUPS UNDER THE AGE OF 25. HBL HAS A POLICY ON GROUP BOOKINGS WHICH IS AVAILABLE ON OUR WEBSITE.
- PETS BY PRIOR ARRANGEMENT.
- THE BASIC PITCH INCLUDES ONE UNIT, ONE VEHICLE, TWO ADULTS AND UP TO 4 CHILDREN UNDER 16. ALL EXTRAS ARE CHARGEABLE AT PUBLISHED RATES.

BOOKING PROCESS

- To secure a booking a 20% deposit needs to be paid at the time of booking, unless you will be arriving within 2 weeks, where the full balance will need to be paid.
- The full balance must then be paid 2 weeks prior to arrival. An automated email reminder will be sent with a link to make an automated payment to your account.

CANCELLATIONS

- A minimum 2 weeks notice period is required for any cancellation. More than 2 weeks' notice – You will lose your 20% deposit, this is non-refundable. Less than 2 weeks' notice – You will be responsible for the full balance, no refund of any monies will be made.

CANCELLATIONS BY US

- In the unlikely event that we need to cancel a booking due to reasons beyond our control, we will endeavour to find suitable alternative space, but if we are unsuccessful in doing so, we will only be liable to refund monies already paid by you, or offer you an alternative date.

RALLY, FAMILY, OR LEISURE EVENTS

- Enquiries welcomed from Organisers of Registered Exempt Camping and Caravanning Clubs or family organised events.
- Event Tents & Marquees catered for.
- To discuss your requirements & Tariff contact 01462 812645 or email info@henlowbridgelakes.co.uk

EVENT FUNCTIONS ON SITE

Henlow Bridge Lakes facilities include separate field areas used by rallies, family events and other types of functions. These areas are adjacent to our touring pitches and on occasions do attract late night use. These occasional events can have up to a 22.30 finish on Fridays, Saturdays and Bank holidays. Otherwise a 'quiet' policy is operated between 22.30 and 07.00 on the whole site. Please refer to the site plan and booking form for locations of pitches which are situated close to the events fields. We regret complaints cannot be upheld for noise levels other than those deemed to be unreasonable by the site management.

FORCE MAJEURE

HBL cannot accept, be responsible for, or liable in respect of loss, damage or changes caused by force majeure, e.g. strikes, riots, political unrest, war or threat of war, terrorist activities, industrial disputes, fire, flood, closure of airports, weather conditions or other events beyond our control.

MANAGEMENT RULES

All guests to report to reception on arrival, if late please telephone the mobile emergency number. Displayed on the front gate.

- Vehicle registration numbers must be provided at Reception on arrival and appropriate fees paid, to allow site access.
- Please ensure children do not use any play equipment after dusk and they are back at your unit after dark.
- All fees are payable prior to arrival.
- Campers to pitch where HBL staff direct them only.
- All units must be pitched at least 6 metres from neighbouring units. (Vehicles may be parked between units, providing that a 3 metre space is left within the 6 metre gap).
- Maximum 21 day stay.
- Vacant pitches must be left clear of all property and rubbish.
- Electric hook up must be prepaid & only one CE marked 3 pin commando plug can be used to connect to a single pitch.
- Instructions given by HBL staff to be followed at all times.
- HBL is a family friendly site with a peaceful ambience and we ask your help in keeping it that way.
- By booking you agree to prevent any member of your party from causing a nuisance or disturbance to fellow guests or staff in any way on site. In the event of such a problem arising HBL LTD reserve the right for you to vacate the site on demand without any compensation payment.
- Recycling, rubbish, waste water and chemical waste to be disposed of in the designated areas.
- Pets are welcomed, provided they are controlled on leads within the camping and fishing areas and faeces removed.
- Children should be supervised at all times.
- Noise must be kept to a reasonable level and ceased by **22.30**.
- Generators are not allowed on the site.
- Vehicles to maintain a speed of less than 5mph on all site areas.
- Campers to observe the country code, and site rules at all times
- Lake and river fishing is available on the site at the published tariff. Environment Agency Rod Licenses needed.
- Any complaints to be reported to the HBL staff immediately.
- Shared water taps are located on the electrical hook up poles. Hoses are not to be left connected at any time.
- The use of hose pipes to wash or rinse caravans, motorhomes, RVs, 5th Wheels, cars or any other unit is prohibited on site.
- Electric Vehicles (EVs) cannot be charged on pitches from the unit or direct from the hook up point. The EHU can only be used to power a camping unit. I.E tent, caravan, RV Etc.

HBL LTD CANNOT BE HELD RESPONSIBLE FOR ANY LOSS, DAMAGE OR ACCIDENT SUSTAINED FROM VEHICLES, EQUIPMENT, THE WATERS OR FOOTPATH, WHILST CAMPING, VISITING OR FISHING FROM THE SITE. HBL LTD RESERVE THE RIGHT TO REQUEST ANY PERSON BREACHING THE CAMPING OR ANGLING SITE MANAGEMENT RULES TO LEAVE THE SITE.



Leisure Camping...

Welcome to Henlow Bridge Lakes.
We offer the perfect escape in a haven
of peace and tranquillity...

- Caravans, Tents, Motor homes, 5th Wheels & RVs
- Rally Fields
- 6 Lodges, 4 Cabins, 1 Family Cabin, 3 Pods
- 80 Hard Standing Pitches
- 100 Grass Pitches
- EHU is available on all Pitches if Required
- Shower Blocks with WC, Platewash & Baby Changing Facilities
- Potable Water is Supplied Near to All Pitches
- Site Shop
- Children's Play Areas
- Recycling Areas
- Lakes & River Fishing on Day Ticket
- 5 Mins to J10 of A1(M)
- 4 Mins Walk to Arlesey Station (East Coast Main Line)
- Adjacent to Hicca & The Kingfisher Way Public Footpaths
- Dogs on Leads Welcome

A Disabled & Family Friendly Venue

To book your Camping break please
visit: henlowbridgelakes.co.uk
or call the booking line on: **01462 812 645**

For further details of Henlow Bridge Lakes and what's on please visit our website or like our facebook page.



**Henlow Bridge
Lakes & Riverside**
Bridge End Road,
Henlow, Beds.



Conservation, Sport & Leisure working together

Book online: www.henlowbridgelakes.co.uk