

York House Hotel and Caravan Park Terms and Conditions

Our Terms and Conditions are stated below and provide a detailed explanation on how our booking system works, delivery, cancellations, refunds and York House rules.

Please read carefully.

All online bookings are made through Park Breaks (www.parkbreaks.com) and Barclaycard (www.barclaycard.co.uk) please see our privacy policy, Legal Terms and Conditions or there websites from more information.

1. Pitch fees are due on arrival for non-booked guests; they are not refundable or transferable. Fees for booked guests, if booked over 28 days before arrival are due as a deposit of 50% (min £50) of the total, and the balance 28 days before arrival. If total cost of a booking is £50 or less, the full amount is due at the time of booking. All fees are in GBP (£).
2. Refunds will only be processed if they are requested over 28 days prior to the arrival date. We will only refund 50% of the total cost of booking in the event of cancellation. All refunds will be subject to a £10 admin fee. Cancellations made later than 28 days before arrival will not receive any refunds. Amendments can only be made up to 28 days for camping and 28 days for caravans. All amendments to bookings will have a £5 admin fee.
3. The caravan/ tent pitch or hotel room will be available to the named occupants during the period shown on the confirmation email received from York House Hotel & Caravan Park.
4. The hirer of the room pitch must be 21 or older, however this remains at the discretion of the Manager and dependant on circumstances, the hirer may be of a younger age.
5. All new visitors must report to reception upon arrival.
6. Strictly NO SMOKING inside the facilities or hotel accommodation. However smoking is permitted outside. Please discard of cigarettes carefully.
7. The maximum stay period allowed is 28 days.
8. The area surrounding caravans tent pitches must be kept clean and tidy at all times.
9. Tents can only be erected on designated tent pitches or tenting fields.
10. Park speed limits must not be exceeded (5mph).
11. In the event of behavior likely to cause offence or damage to other users or the facilities, the park management reserve the right to remove any offenders from the park without redress or refund
12. Strictly No Fires
13. Guests visitors must park all cars of site in the car park before the barrier
14. Dogs are not permitted in the childrens play area

15. York House does not except any Stag or Hen Party bookings
16. No consumption of food or beverages, not purchased from the cafe is allowed.
17. No children in the café/bar without parental supervision.
18. Children or adults showing a lack of consideration for other users of the cafe will be removed from the cafe without redress or refund.
19. Please keep noise to a minimum between the hours of 10pm-7am and show consideration to other holidaymakers and occupants at all times, York House is a quite family friendly Caravan Park
20. Litter and refuse must be disposed of in the designated areas provided by the park.
21. No kite flying, campfires, model aircraft, catapults, or guns allowed.
22. Dogs are welcome on the park, but must be kept on a short lead at all times. Any accidents must be cleaned up immediately. Anyone who disregards this condition will be removed from the site without redress or refund.
23. The use of barbecues is permitted. However, please keep well away from Caravans and tents and do not place directly onto grass.
24. We cannot be held responsible for any loss or damage to personal property including motor vehicles whether malicious or accidental during your stay.
25. Personal travel insurance is not included in the cost of your holiday and, if required, remains the responsibility of the occupants. Cancellation Cover is not available at the time of booking.
26. If arriving after 6pm, please notify reception, as there are security barriers in operation.
27. Anyone who willfully or negligently causes damage to buildings, fences, or equipment will be responsible for the cost of remedial repairs or replacement.
28. Payment of your fees constitutes acceptance of these terms and conditions.
29. York House Hotel & Caravan Park reserve the right to alter or amend these term and conditions without notice.