



General site rules

- **The Paddock is exclusively an adult only site, persons under the age of 18 are not permitted**
- **The Paddock prides itself on peace and tranquility so please be considerate to fellow guests**
- **Please pitch up on your allocated pitch which you will be advised of in advance by email**
- **Arrival time is from 12 noon on the day of arrival and departure time is before 11am on the day of departure**
- **Dogs are very welcome at the Paddock however must kept under control, not left unattended and not be a nuisance to other guests. Any fouling must be cleaned up immediately and disposed of in the bin provided located in the service point**
- **Open fires are strictly prohibited on site for safety reasons, BBQ's on stands or raised on stones are permitted**
 - **Please ensure that all litter and waste is placed in the recycling bins provided**
 - **Loud music strictly not permitted**
 - **Maximum speed limit on The Paddock site is 5 mph**
- **Visitors over the age of 18 are permitted on site with prior arrangement, any visitor vehicles should be parked by the gate entrance to the site**



Site terms and conditions. By booking via our website or telephone you are accepting all of the following terms and conditions.

- **Liability is not accepted by The Paddock for any accident or injury to guests/visitors, or for damage or loss of personal property whilst on site.**
- **Privacy policy - Data held by The Paddock Rutland Water will not be disclosed to third parties without your permission. If you receive an email from us and do not wish to be on our mailing list you can opt out at any time by contacting us by email or telephone. Payments details are not stored or seen by us and us and only used for the purpose of creating your booking through Stripe.**
- **Payment is required at the time of booking in the form of a 50% deposit or full payment. Full payment is required if booking is made within 30 days of arrival at which point any balance payment will also be due if a deposit has been previously paid.**
- **Cancellation policy charges - 14-30 days prior to arrival 50% of the total booking charge. Less than 14 days 100% of the total booking charge. If you cancel your holiday after the arrival date, we will not issue any refund for any remaining nights booked. This includes where you cancel for any reason out of your control such as inclement weather.**
- **If you wish to change or amend any detail of your confirmed booking you must let us know by either telephone or email as soon as possible. A £10 admin fee may be applicable.**
- **Pitch locations - Requested pitch locations and adjacent pitches must be made at time of booking. Whilst we will do our very best to accommodate these requests, we cannot guarantee the these.**
- **Our site rules form part of these terms and conditions of booking. They contain specific important information about your stay with us and can be found on our website and your booking confirmation. We reserve the right to change and update these rules at any time. Please ensure that you and your party have read these rules carefully prior to arrival. All guests are required to comply fully with these rules.**
- **We reserve the right to require you to reposition your caravan or motorhome onto a different pitch if required.**
- **You must ensure that the maximum number of persons occupying your unit does not exceed that on made on your booking**
- **We reserve the right of admission. We only accept responsible guests that are considerate to fellow campers and respectful of the rural environment.**
- **Should any of the vehicles owned by your party get stuck and require assistance or towing, we shall not be held responsible for any damage caused to the vehicle(s). You should check that your insurance cover will allow secondary towing**

