

Terms and Conditions

Bowland Escapes at Bowland Wild Boar Park is a family park catering to a family audience. As a rule, we do not cater for stag or hen parties or other similar groups (please email or telephone for further clarity).

Lodge bookings; at least one member of the party must be aged 21 years or above.

Pod and tent bookings are only accepted from guests aged 18 years or above.

Bowland Escapes at Bowland Wild Boar Park (BE at BWBP) reserves the right to refuse bookings should they appear unsuitable for the property and can refuse admission on arrival if any aspect of the booking is misrepresented. In this event a full refund would be provided.

The number of people staying in the lodge, camping pods or in a tent must not exceed the number originally booked. The lodges or pods must not be occupied, nor a tent booking made by anyone who has previously been rejected by BE at BWBP and sub-letting is strictly forbidden. BE at BWBP reserves the right to cancel the booking for the entire party if this condition is broken and no refund will be due.

BE at BWBP reserves the right to refuse entry or ask any guest or visitor to leave whose conduct is believed to be detrimental to the property/site and animal wellbeing or disruptive to other guests and staff and no refund will be due. BE at BWBP also reserves the right to enter the campsite at any time but will try to do so when convenient to the guest.

Prices

The prices shown on our website are indicative only and final prices will be shown on your Booking Confirmation.

The price of a Booking includes VAT (where applicable) at the applicable current rate chargeable in the UK and includes all utility costs. However, if the rate of VAT changes between the date of your Contract and the date of your stay, we will adjust the VAT you pay.

Making a Booking

Bookings for our properties or tent bookings can be made directly on our website, in our office, via email or telephone.

Payment and deposit

A deposit of 20% is required at the time of booking if it is more than 6 weeks until your arrival date; if it is 6 weeks or less until your arrival date then payment in full is payable at the time of booking.

BE at BWBP accepts cash, Credit and Debit Cards (except for American Express cards).

Number in your party

The total number of guests in your party must not exceed the capacity of the accommodation as advertised by us, nor the total number of guests in a tent to exceed the number quoted on our website. Babies 2 and under may be counted as members of your party but not charged for.

Arrival and Departure times

For lodge, camping pod & tent bookings it is requested that you arrive at the site between the times of 4pm and no later than 6pm. You must vacate the property by 10am prompt on the day of departure and keys must be returned to reception.

Amendments or Cancellation of a booking

If you wish to cancel your booking, we will always offer to move it to another date initially rather than you lose any monies paid. Should you wish to amend your booking we will

always do our best to meet your request and offer you alternative date when you may be able to visit (subject to availability); a £25 administration fee will be charged for this service.

Should you still wish to cancel your booking and it is more than 6 weeks until your arrival date then you will forfeit your deposit only. If you have already chosen to pay in full in advance, then the difference between the deposit value of 20% and the amount paid will be refunded.

If you wish to cancel your booking and it is less than 6 weeks but more than 4 weeks until your arrival, then you will forfeit just 20% of the value of the booking and any other monies paid will be refunded.

If you wish to cancel your booking and it is less than 4 weeks but more than 2 weeks until your arrival, then you will forfeit 50% of the value of the booking and any other monies paid will be refunded.

If you wish to cancel your booking and it is less than 14 days to your arrival date, then you will forfeit all monies paid and no refund will be payable.

If you leave site early for any reason BE at BWBP will not issue any refund for unused nights.

Deposits and rates

Lodges prices are based on either a 3-night weekend stay (Friday to Monday) or 4-night midweek stay (Monday to Friday), or 7-night stays commencing on a Friday or a Monday. Prices include VAT at the applicable current rate and all utility costs.

The Pod price is based per pod per night and includes VAT at the applicable current rate and all utility costs. Tent prices are per person per night and includes VAT at the applicable current rate.

Entry to the animal park is not included with lodge, pod or tent bookings. You need to purchase tickets for the animal park either separately or during the online booking process. Paid ticket entry covers entry on each day of your stay.

Smoking

All lodges and pods are strictly No Smoking.

Inside the lodges

The lodges are gas centrally heated and controlled by a Nest thermostat system. They also have a log burner within them for your comfort. Logs are available for purchase from the site reception. Please do not use branches from nearby trees as firewood as this permanently damages the trees.

Inside the pods / your tents

No gas heaters, BBQ's or cooking inside the pods or tents as there is a risk of carbon monoxide poisoning as well as a fire risk.

Fires

No naked flames in the pods or your tents.

The pods have an allocated fire pit. If you wish to have a fire, then wood & charcoal is available to purchase from reception.

Please do not light fires close to the pod or use branches from nearby trees as firewood as this permanently damages the trees.

In the event of a fire, there is a fire point with extinguisher. In the case of emergency please call **07932 774873** – this is the onsite manager who lives at the bottom of the drive or call **999**.

Pets

Dogs are not permitted in the lodges; however, dogs are allowed in the pods and there is a charge of £5 per dog per night. You are also welcome to bring up to x2 dogs with your tent booking also charged at £5 per dog per night.

Liabilities

BE at BWBP will not accept liability or responsibility for the death of or personal injury to any guest resulting from proven negligence of them. BE at BWBP will not accept responsibility for any loss or damage to the property of any guest, including personal belongings, cash, jewellery, and motor vehicles, however caused, during the stay.

BE at BWBP's responsibility and financial liability (excluding any liability for death or personal injury due to negligence) shall be limited to the return of monies received in the event of accommodation not being available due to exceptional weather conditions e.g. flood or fire, or such other cause beyond their control.

Care of Property

The client shall take all reasonable and proper care of the property and its contents in or on the property and leave them in the same state of repair and condition and in the same truly clean and tidy condition at the end of the hire period as at the beginning.

Right of entry

We reserve the right to enter any Lodge or Pod at any reasonable time for purposes of inspection or to carry out necessary repairs or maintenance.

Data protection

We only use your personal information in accordance with our Privacy Policy and Cookie Policy.

Complaints Procedure

Every effort has been made to ensure that you have an enjoyable and memorable stay. If, however, we have not met your expectations, it is essential that you contact BE at BWBP's on site manager immediately.