

The Woodlands Caravan Park is a family run park whose aim is to provide our guests with a pleasant and enjoyable holiday. Please read our terms and conditions before booking your holiday.

Our service to you.

Our main aim is to ensure that you enjoy your stay with us at the Woodlands Caravan Park. If you have any problems during your stay then please report to the park reception immediately so that we can try to rectify the problem as soon as possible. We will not be responsible for any matter that occurs during your stay that we were not made aware of at the time.

Cancellation by you.

Tent/Touring Caravan, Motorhome, Campervan Pitches

Should you need to cancel your booking for any reason you must advise us by either telephone or email us at enquiries@woodlandsdevilsbridge.co.uk. Your cancellation will be effective from the date we receive your request.

Cancellation: Free cancellation up to 7 days before arrival. After that cancellation fee is 1 nights stay. If you do not show then you will be charged in full.

Should you need to cut short your holiday for any reason once you have arrived at the park then we regret that we are unable to refund any monies paid.

Gypsy Pod

Should you need to cancel your booking for any reason you must advise us by either telephone or email us at enquiries@woodlandsdevilsbridge.co.uk. Your cancellation will be effective from the date we receive your request.

Cancellation: Free cancellation up to 14 days before arrival. After that cancellation fee is 1 nights stay. If you do not show then you will be charged in full.

Should you need to cut short your holiday for any reason once you have arrived at the park then we regret that we are unable to refund any monies paid.

Self Catering Bungalow

Cancellation: Free cancellation up to 14 days before arrival. After that cancellation fee is 1 nights stay. If you do not show then you will be charged in full.

Should you need to cut short your holiday for any reason once you have arrived at the park then we regret that we are unable to refund any monies paid.

Cancellation or alterations made by us.

In exceptional circumstances, we may have to cancel or change some aspects of your booking. If we do so we will tell you as soon as possible prior to your holiday date. Your options would then be to accept the changes that we have offered you or receive a full refund.

We do not pay compensation where we have to cancel your booking including those arising from force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fires, technical problems, bad weather and acts of government.

Paying for your holiday.

Tent/Touring Caravan, Motorhome, Campervan Pitches

You can choose to either pay £31 at the time of booking or to pay the balance in full. If your arrival date is within a week then you can only pay in full at the time of making the booking. The remaining balance due shall be paid prior to your arrival. We accept cash and credit/debit cards. You can request our bank details if you would prefer to pay online.

Gypsy Pod

You can choose to pay either £60 at the time of booking or to pay the balance in full. If your arrival date is within a week then you can only pay in full at the time of making the booking. The remaining balance due shall be paid prior to your arrival. We accept cash and credit/debit cards. You can request our bank details if you would prefer to pay online.

Self Catering Bungalow

You can choose to either pay £120 at the time of booking or to pay the balance in full. If your arrival date is within a week then you can only pay in full at the time of making the booking. The remaining balance due shall be paid prior to your arrival. We accept cash and credit/debit cards. You can request our bank details if you would prefer to pay online.

No Shows

Failure to arrive without prior notifications will receive no refund or booking transfer. If you have booked for more than 1 night and your pitch remains empty by 1pm the following day and we have received no notification then we reserve the right to re-let the pitch with payment forfeited.

Prices.

All prices are current to the time of printing. All prices shown are inclusive of VAT at the prevailing rate at the time of payment.

The Woodlands Caravan Park reserves the right to increase or decrease the price of unsold breaks at anytime. The price of your chosen break will be confirmed when your booking is made and will not be adjusted.

Arrival and departure times.

Tent/Touring Caravan, Motorhome, Campervan Pitches

Check-in times are from 10.00am however your pitch may not be available until 2.00pm. We have plenty of waiting areas until your pitch becomes available. If you believe you may arrive after 6.00pm on your date of arrival then you must inform us of this.

Failure to arrive without prior notifications will receive no refund or booking transfer.

If you have booked for more than 1 night and your pitch remains empty by 1pm the following day and we have received no notification then we reserve the right to re-let the pitch with payment forfeited. No refund will be paid to you in such an instance.

You are required to depart your touring/camping pitch by 1pm, unless arranged otherwise.

Late check in and early arrivals times may be arranged prior to your arrival.

Gypsy Pod

Check in time is from 2pm, departure time is by 11.00am

If you believe you may arrive after 6.00pm on your date of arrival then you must inform us of this.

Failure to arrive without prior notifications will receive no refund or booking transfer.

If you have booked for more than 1 night and the pod remains empty by 1pm the following day and we have received no notification then we reserve the right to re-let the pod with payment forfeited.

No refund will be paid to you in such an instance.

Late check in and early arrivals times may be arranged prior to your arrival.

Self Catering Bungalow

Check in time is from 3pm, departure time is by 11.00am

If you believe you may arrive after 6.00pm on your date of arrival then you must inform us of this.

Failure to arrive without prior notifications will receive no refund or booking transfer.

If you have booked for more than 1 night and the bungalow remains empty by 1pm the following day and we have received no notification then we reserve the right to re-let the property with payment forfeited.

No refund will be paid to you in such an instance. Late check in and early arrivals times may be arranged prior to your arrival.

Standard of behaviour on our park.

We do not tolerate noisy, offensive or inappropriate behaviour on our park. We reserve the right to refuse entry or to request any person who does not comply with these standards of behaviour to leave the park. No refunds will be issued in these circumstances.

Siting on the park.

Each pitch with an electric hook up has its own number. Please ensure that you are sited on the pitch that you were allocated on your arrival. If you would prefer a different pitch then we will happily move you to an alternative pitch should there be one available. Should you pitch on the incorrect pitch in the first instance then we may have to ask you to move to the pitch that you were allocated on your arrival.

BBQs/Fires

Fires are not allowed on the park. Customers are permitted to use their own BBQ's however they must be raised off the floor and never left unattended. Please only use the appropriate charcoal in your bbq to prevent sparks and the risk of fires.

Smoking Policy.

Smoking is forbidden in our toilet and shower facilities, washing up area, reception and games room.

Smoking is prohibited in our Gypsy Pod and Self catering bungalow.

Your Vehicle.

There is a 10mph speed limit throughout the park. All vehicles brought onto the park at their owners risk and we do not accept responsibility for any loss or damage by them except where it is caused by our own negligence or fault.

Pets.

Dogs are welcome on our park providing that they are kept on a lead at all times and that fouling is cleared up immediately and disposed of in the dog bins. Other pets may be permitted on the park, please check when making your booking. Pets should not be left unattended on the park. Pets are not allowed in our toilet and shower facilities.

Sorry, no dogs are allowed in our Gypsy Pod or Self Catering Bungalow.

Caravans and Motorhomes.

Certain pitches on the park can accommodate larger motorhomes and RV's. To ensure that you are allocated the correct pitch, please inform us at the time of booking if you need a larger pitch.

Refuse and Recycling.

Littering is strictly prohibited on or around the park. All refuse and recycling must be placed in the appropriate bins near the toilet and shower block or at the entrance/exit to the park. We encourage all customers to recycle where possible. Please do not leave behind broken tents, picnic tables, chairs etc. These items should either be taken to our council waste disposal site in Aberystwyth or taken home with you so that you can dispose of them correctly. Everything that goes into the green bins goes into landfill.

Play area.

Use the play area at your own risk. Children should be supervised at all times. We can not be held responsible for any injury incurred however caused.

How to contact us.

If you need to contact us about your holiday please call 01970 890233 or email us at enquiries@woodlandsdevilsbridge.co.uk

We hope you enjoy your holiday with us.