



Kloofs Holiday Park Refund Policy

Postponement and Cancellation due to the law or Government advice

This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

The rights in this clause are additional to any other rights either of us may have in our terms and conditions.

We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.

Either of us has the right to cancel your holiday, or any unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere ("Direct Costs"). If your holiday has started, then we will refund in full any days unused when we cancel, again less any Direct Costs. We will not charge an administration fee.

Either of us also has the right to cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

Postponement and Cancellation due to reasons other than legal or Government advice

From time to time, unfortunately there are situations where a stay at Kloofs Holiday Park can not be taken up as planned, or it has been terminated prematurely. In these instances, the following will apply:





Cancellation or Curtailment by Kloofs Holiday Park

Cancellation by Kloofs Holiday Park

Should Kloofs Holiday Park cancel a booking before your arrival date, you will be entitled to a full refund on the cost of your booking. Kloofs Holiday Park will not be liable for any other costs associated to the booking.

Curtailment of a booking by Kloofs Holiday Park

Should the situation arise where Kloofs Holiday Park has to terminate a booking during the stay for breach of the booking agreement, terms and conditions or park rules, then there will be no refund payable against the unused part of your stay.

Customer Cancellation, Curtailment or Payment Default

Non payment of booking fees by due date

Bookings are to be paid for in full 4 weeks prior to arrival. Kloofs Holiday Park will send a reminder out to you 5 weeks prior to arrival and then a further overdue letter at 4 weeks prior to your arrival. Should full payment not be forthcoming and no agreement with Kloofs Holiday Park agreed then your fees will be forfeited and no refund will be due.

Customer cancellation prior to arrival

Unfortunately there are occasions where stays have to be cancelled prior to arrival. You will have no right to a refund. However, the fees may be transferred to a subsequent booking which starts in the same calendar year. We recommend that you consider appropriate travel insurance.

Customer curtailment of a booking

Should it be necessary to curtail your stay at Kloofs Holiday Park, please notify the Reception Team prior to your departure as retrospective notification may impact any outcome if it means we are not able to investigate the circumstances leading to the cancellation.

The remaining fees on the booking may always be transferred to a subsequent booking which starts in the same calendar year. Additionally, if you have curtailed your booking because we are in breach of our contract with you and we have not been able to resolve that breach, we will offer a full refund.





Payment of Refunds

All refunds will be made in the same way that the booking was paid for. For non card refunds, it will be in cash if in person or via a cheque if remote. Card refunds must be made to the card that the booking was originally paid for with.

Statutory Rights

This refunds policy does not affect your statutory rights.



📍 Kloofs Holiday Park, Sandhurst Lane, Whydown Road, Bexhill-on-Sea TN39 4RG

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Kloofs Holiday Park Terms and Conditions

Arrival time is after 12.00 and departure before 11.00 am. Should you wish to deviate from these times please telephone a few days before arrival so that we can advise. Upon arrival at the park please report to Reception where our friendly staff will meet you and be happy to do everything they can to help you to settle in.

Your booking entitles you to the use of a pitch allocated by us at our discretion on our Park for the duration of the booking. Whilst your booking does not guarantee you a particular pitch, it will be of the type (Grass, Grass Grid, Stone Grid or Tarmac), size (Extra Large or Large) and services (Electric and Water or Electric and Shared Water) that you booked.

To secure your booking, a deposit must be paid at the time of booking. The balance of your booking must be paid for in full 4 weeks prior to arrival. A reminder to pay the remainder of your balance will be sent to you 5 weeks prior to your arrival date, followed by an Overdue Reminder 4 weeks prior to your arrival. Should your payment not be received within a further 7 days your booking may be cancelled.

Should your booking need to be cancelled either by Kloofs Holiday Park or yourself, any fees paid towards your booking will be subject to our Refund Policy which is detailed above.

After sales, our complaints policy & guarantee

We would hope to satisfy any request you make but cannot guarantee to do so.

If you are not happy about the service you receive from us, please tell the Reception Team and we will try to resolve your concern. Your statutory rights are not affected by doing so.





If you have any queries or concerns, please don't hesitate to contact the Reception Team and we will be only too pleased to help you.

Whilst on site you will be expected to comply with our Touring Park Rules. These are detailed below.

Touring Park Rules

1. **Arrival & Departure Times** – The normal Arrival Time is 12pm, and departure is 11am, unless by prior arrangement.
2. **Late Arrivals** should park in the **Late Night Bay** and report to Reception the next morning, at 9.00am



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3. All **visitors must REPORT** to Reception on arrival. If closed please follow instructions posted on the Reception Door. All visitors must sign the visitor book.
4. **Water – water is a very expensive commodity – do not waste it. Do not wash** cars or caravans on site. Taps for your use are located on your allocated pitch (if you booked a pitch with water) or are located in/outside the Service Cabins. Children **MUST NOT** use the taps without adult supervision. Children and pets are not to play near the tap positions on unoccupied pitches. All water is drinking water and is metered.
5. **Electricity** - Electric hook-up points are 10 amp rated. It is unlikely that a modern domestic kettle or electric fan fire will work successfully.
6. **Plants and Trees** – Plants and Trees must not be touched or disturbed. Children and Dogs are not to go through the rows or beds.
7. **Pets** are **NOT** allowed in the toilets, showers, washing up area or laundry, but are allowed in the bottom service cabin to use the pet shower.
 - i. You must not bring any pets or animals when you visit the park except the following:
 - Not more than 2 dog(s) (but none from any of the breeds subject to the Dangerous Dogs Act 1991).
 - Not more than 2 domestic cat(s).
 - ii. Nothing in these park rules prevents you from bringing an assistance dog to the park if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an Identification Book or other appropriate evidence.
 - iii. Dogs must be kept on leads at all times whilst on the Park. Always clean up after your pets - wrap it up first and put it in the bins provided. Dogs must not be left unattended. Vicious or aggressive dogs will be asked to be removed from site.
8. **Vehicles – The Speed Limit** is 5 mph and this must not be exceeded. Vehicles must be driven with care at all times, and be legally allowed to be driven on roads. Only **one** vehicle per pitch is allowed to be parked on the touring field. There is car parking near Reception for additional cars, but there are to be no more than 2 cars per pitch. Vans and commercial vehicles are not allowed on the touring field other than for loading/unloading and must be removed from the Park once loading/unloading has been completed.
9. **Litter** – Litter is to be disposed of responsibly. The bins provided around the park are only to be used for domestic use. Large items such as wind breaks, tents, gas bottles, electrical items and white goods are **NOT** to be deposited in the bins, but taken home with you. Please first **WRAP** rubbish in old bags and then dispose into dustbins distributed around the site or in the large bins behind Reception. Kloofs Caravan Park operates a recycling policy. Therefore please **Recycle** waste in the bins around the site, or use the appropriate bins behind Reception.



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10. **Open Fires** are forbidden. BBQs are allowed, but **not** on the grass. Please use the brick built BBQ stands provided on most pitches. For pitches without BBQ stands, please ask in reception for something to protect the grass if required. Do not break any trees, or attempt to burn them. Please ensure all BBQ remains are disposed of safely in the allocated area provided in the bin units around the site. Do not dispose of remains in the hedgerows or the main rubbish bins as this poses a FIRE risk.
11. **Smoking** is not permitted in any building, specifically, but not limited to, the shop, campers lounge, toilets, showers, kitchen or laundry.
12. **Clothes/laundry** lines are not allowed on the touring field. Small rotary clothes lines are permitted for the likes of drying towels and small ad hoc items. General laundry is not to be dried on the park.
13. **Ball Games** or other throwing games are not allowed around units. There is a designated area for ball games; dogs are NOT permitted in this area except for access to the dog walk area.
14. **Children** under 7 years of age **must** be accompanied by a responsible person when visiting the toilets and showers, the launderette or washing up area. Children are not permitted to be a nuisance, annoy, or loiter around other camper's units, nor are they permitted to play, walk or cycle through pitches whether they are occupied or not. It is solely the parent's responsibility to supervise their children when playing near or on the play equipment.
15. **Groundsheets** must be lifted every third day.
16. **Chemical Toilets** and wastewater must be emptied in the designated area provided. The cold water at these points is NON-POTABLE and not suitable for drinking.
17. **Quiet Hours** are from 10.00 pm to 7.00am. Volumes of musical instruments, TV's, radios, etc., must always be quiet enough so as not to cause any nuisance, undue noise or disturbance to others around the park. These extend to the behaviour of pets and animals. All noise must be silenced by 10.00 pm. All under 18's are to return to their pitch by 10:00 pm.
18. **Air Conditioning Units and Generators** are not permitted on the park.
19. **Shop hours** are 08:00 to 19:00 from May to September (the Summer Season). From October to April the opening hours are 09:00 to 16:00 (the Winter Season). Please note the shop is not open outside these hours.
20. **Facilities** - during the winter season, the Lower Service Cabin will be closed.
21. **Bicycles and Scooters** must be ridden with due care and attention so as to not have an accident or cause an accident or damage with other visitors, vehicles, units or property. Specifically they must not be ridden at speed, particularly down the hill to the touring park.





22. **Emergency Services** can be called via reception or private phone. In ALL cases, Kloofs Reception should be notified immediately so the appropriate support and direction can be provided when the services arrive.
23. **Departure** - At the end of your stay, please ensure you take all belongings with you and vacate the pitch by 11am. All rubbish is to be disposed of in the bins provided. You are not permitted to leave or dispose of non-domestic items such as furniture, wind breaks and BBQ's. Anything left behind (including your caravan, any awning, tent or vehicle) may be disposed of by us. We will give you 14 days' written notice of our intention to do so using the last postal or email address you have given us, unless in our reasonable view the goods you have left have a total value of less than £100 in which case we will not give you notice and may dispose of the goods immediately. We will account to you for the proceeds of any sale, less our reasonable expenses. Kloofs Holiday Park will not have any other responsibility for anything that has been left behind.
24. **Caravans** are not to be maintained, serviced or repaired on the pitch. If you are arranging for any maintenance work or repairs on your Caravan, please inform Reception with at least 72 hours' notice so that appropriate arrangements may be made. We will refuse admittance to all unknown or unexpected traders or visitors, and all contractors are to report to reception before going on to site. External maintenance must not be performed on a pitch and will require the unit to be moved to the car park area for work to commence, whether attempted by you or a trader.
25. **Kloofs Management** do not accept responsibility for loss or damage to person or property by visitors to the Park, whether arising from accident, theft or otherwise, unless this has been caused by our negligence.
26. **Admission** is by permission of the Kloofs Holiday Park. No person under the age of 18 is allowed to camp on the Park unless accompanied by a responsible adult over that age. Kloofs Holiday Park reserve the absolute right to refuse admission to any person. All persons under the age of 18 are the total responsibility of accompanying parents or adults and must be supervised at all times whilst at Kloofs.
27. **Holiday use only** – Leadstone Holiday Park is for the purpose of holidays and is not to be used as a base to commute to work. Anyone attempting to do so will have their booking cancelled.
28. **Behaviour** - All our visitors must adopt the following standards of behavior for themselves and their party:
 - To act in a courteous and considerate manner towards anyone visiting, using or working on your caravan or the park including us, our staff, other customers of ours and users of other caravans and accommodation.
 - To supervise children properly so that they are not a nuisance or danger to themselves or others.





- Not to:
 - commit any criminal offence at the Park or use your caravan in connection with any criminal activity.
 - commit any acts of vandalism or nuisance.
 - use fireworks.
 - keep or carry any firearm or any other weapon at the Park.
 - use any unlawful drugs.
 - create undue noise or disturbance.
 - carry on any trade or business at the park.
 - permit anyone who is to your knowledge on the Violent and Sex Offender Register (or any register which succeeds this) to use or visit the caravan or park.

29. **Park Rule Breach** - If you or any member of your party is in serious breach of your obligations under these Rules and the breach is capable of remedy, we will give you a formal written warning, specifying the breach and asking you to remedy the breach within a reasonable and specified time. If the breach is not capable of remedy or you fail to remedy it as required, then we may require you to leave the park on such notice (if any) as is reasonable in the circumstances. No refund will be due if you are required to leave the park.

30. **Photographs** - From time to time we may take photographs on and around the Park for publicity purposes. It is possible that you, your family & your guests or your property may be included in those photos, and you agree to allow us to use them for our marketing purposes. Please make sure that you let family & guests know. If you or anyone in your party do not wish to be included in official photography, then please contact Reception.

31. **Kloofs Holiday Park** reserve the right to vary these regulations.





Kloofs Holiday Park Directions & Towing Advice

IF TOWING: Please read our guidance notes below regarding approaching Kloofs along some of our local narrow lanes.

Contact Details

Address: Kloofs Caravan Park, Sandhurst Lane, Whydown, Bexhill on Sea, East Sussex, TN39 4RG

OS Map 199, ref 707091

GPS coordinates: Latitude:50.85639 Longitude:0.42362

E-mail: enquiries@kloofsholidaypark.co.uk

Telephone: 01424 842 839

How to find us

Bexhill is on the south coast, 11 miles from Eastbourne, 6 miles from Battle and 8 miles from Hastings. Whydown is North West of Bexhill, the nearest village is Little Common, on the edge of Bexhill, and situated in rural East Sussex only 1.5 miles from the Blue Ribbon Awarded pebble beach of Cooden.

Sat Nav Note: If you are a large vehicle or long tower and using a Sat Nav system we advise you to enter our 'post code' and not 'Sandhurst Lane'. We are led to believe that the lane name will take you to 'Barnholm Road' end of the lane and therefore, you would have to negotiate several tight bends; the post code end is an open approach.

By road from the NORTH:

From London, M25 Dartford Bridge. Cross the bridge and leave the M25 at junction 5 for the A21 South. Continue south, 20 miles passing Robertsbridge and when arriving at John's Cross roundabout, turn right onto the A2100 to Battle. On entering Battle at the small roundabout turn right and head towards Bexhill. Shortly after passing the Squirrel Pub on the left hand side, turn left to Bexhill. Pass through the village of Catsfield and into Ninfield. At the T junction (Kings Arms pub in front of you) turn left towards Bexhill. One mile from the Pub turn right into Peartree Lane and continue down the lane to the crossroads, then turn right into Whydown



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Road and proceed 300 yds, Sandhurst Lane is on the left, 300 metres along the Lane on the right is Kloofs Holiday Park.

For larger towing units and those drivers wanting an easier drive there is a 2 mile detour. Follow directions as above to the Kings Arms turning left towards Sidley passing Peartree Lane and continue until you reach a mini roundabout where you turn right, into Turkey Road. When reaching the crossroads you cross straight into Whydown Road and proceed to Sandhurst Lane as above.

By road from the EAST:

From Hastings take the A259 towards Bexhill. Continue along the A259 bypassing Bexhill, on to the western edge eventually arriving at Little Common roundabout. Turn right into Peartree Lane continuing to the crossroads where you turn left into Whydown Road. Sandhurst Lane is 300 yards on the left and Kloofs is 300 yards on the right.

By road from the WEST:

Important Information for car navigation users

Should you simply type-in Sandhurst Lane, your nav system is likely to take you to the nearest main road, the A259. The approach to Kloofs from the A259 is very restrictive for long or towing rigs. Please follow the directions below from 'the West' - only one mile further. Some satnav systems take post code information and this will lead you in to Sandhurst Lane from the North, the acceptable route.

Head east along the south coast towards Eastbourne on the A259 and continue towards Bexhill. At the start of Bexhill, when reaching Little Common roundabout turn left into Peartree Lane and continue to the crossroads. Turn left into Whydown Road travelling 300 yards to Sandhurst Lane turn left and Kloofs is 300 metres on the right.

From local FERRY ports:

From Newhaven Port follow A27/A259 and continue as for "by road from the West".

From Dover/Folkestone Port follow A259 to Rye/Hastings and continue as for "by road from the East".

From local TRAIN stations:

From London Charing Cross, Cannon Street Rail Station or Tonbridge Wells, get a direct train to Battle Station and telephone for a taxi to the Park (5 miles).



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From London Victoria, London Bridge, Gatwick Airport, Brighton, Eastbourne, Hastings and Bexhill, get a direct train to Cooden Beach Station and telephone for a taxi to the Park.

From local AIRPORTS:

Gatwick Airport - as above, get a direct train to Cooden Beach from Gatwick Airport and telephone for a taxi to the Park.

Heathrow Airport - get the train to Clapham Junction and then get a direct train to Cooden Beach and telephone for a taxi to the Park.

London City Airport - get the underground to London Bridge, and then get a direct train to Battle and telephone for a taxi to the Park.

THANK YOU FOR TAKING TIME TO READ THIS. WE ARE SURE IT WILL HELP YOU HAVE A HAPPY AND SAFE STAY AT KLOOFS HOLIDAY PARK.



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