

Stratford Parks Self-Catering and Glamping Booking Terms & Conditions

- Bookings can be made via the website or by telephone.
- Confirmation of your booking will be sent via email once a deposit has been paid.
- A £100.00 deposit is required when booking a caravan, lodge or cottage.
- A £50.00 deposit is required when booking a glamping pod.
- Prices are based on 4 people sharing.
- Extra adults, children and pets will incur additional charges.
- Pets are welcome, maximum of 2 per accommodation.
- All our caravans and 3-bedroom lodges will sleep a maximum of 6 people. Our 2-bedroom lodges, cottages and Riverscape lodge sleep a maximum of 4 people.
- We have a selection of pet friendly and non-pet accommodation.
- Balance is required 28 days prior to your arrival date.
- Bookings made to arrive within 28 days, full payment will be required.
- Deposits are non-refundable and non-transferable, unless the cancellation plan has been taken out at time of booking.
- If you do not take the cancellation plan option and wish to cancel your booking, please notify us in writing by email. Bookings cancelled prior to 28 days before arrival will forfeit the deposit, bookings cancelled within 28 days of arrival will lose all monies.
- Bookings can be for 3, 4, 7 or 14 nights stays for caravans and lodges. Cottages can be booked for 7 or 14 nights.
- Check in days are Monday, Friday and Saturday for caravans and lodges. The check-in day for the cottages is Saturday.
- Check in time is from 4.00 p.m. to 7.00 p.m. If you intend to arrive after 7.00 p.m., please contact our bookings team to arrange for key collection.
- Check out time is by 9.30 a.m.
- If you are booking a glamping pod, camping packs can be hired at a cost of £25.00 prior to your arrival. A £20.00 deposit will be taken on the day of arrival and will be refunded back to you upon the return of a clean camping pack.
- Management reserve the right to ask guests to leave the park, if the terms and conditions are not followed or are behaving in a manner to cause a nuisance to other guests or staff.
- A full list of Park rules will be attached to your confirmation.