



Newbridge Country Park: Site Rules

Welcome to Newbridge Country Park! We want to ensure a relaxing and enjoyable stay for everyone. Please review the following site rules:

Arrival & Departure:

- **Arrival:** 12 pm - 7 pm. To ensure a smooth check-in for everyone, please arrive within the designated arrival window. If you expect to arrive late, please notify reception as soon as possible (details on your booking confirmation) to avoid having your booking canceled.
- **Departure:** By 11:30 am. This allows our housekeeping staff ample time to prepare the pitch/unit for incoming guests.
- **Late arrivals:** Please notify reception ASAP. Bookings will be held for 24 hours. We understand that delays can happen, but timely communication helps us manage bookings effectively.

Booking Terms:

- **Full balance due upon arrival.** Please settle your payment upon check-in at reception.
- **No refunds for cancellations, late arrivals, or early departures.** We recommend purchasing holiday insurance for unforeseen circumstances.
- **Bookings cannot be modified within 1 day of arrival (modifications subject to a £10 fee).** If your plans change, please let us know as soon as possible to avoid any charges.
- **Deposit paid to Pitchup.com is non-refundable.**

General Site Rules:

- **Respectful behaviour:** Please be considerate of other guests. This includes noise levels, language, and general conduct. We want everyone to feel comfortable and relaxed during their stay.
- **Quiet Hours:** 11 pm - 7 am (respect noise levels at all times). Please keep noise to a minimum during quiet hours to ensure everyone gets a good night's sleep.
- **Dogs:** Must be kept on a leash and supervised at all times. Please clean up after your pet throughout the park.
- **Games Room:** Take care of equipment. Damages will be charged. CCTV in use. We want everyone to enjoy the games room, so please treat the equipment with respect. Any damages will be charged to the responsible party. CCTV is in use for security purposes.

- **Occupancy:** Families (immediate members) and couples only (no hen/stag parties). We cater to a family-friendly atmosphere.
- **Fire Safety:** No open fires. Barbecues must be raised off the ground and attended by an adult at all times. Always extinguish your barbecue properly before leaving it unattended.
- **Firearms:** Prohibited.
- **Vehicles:** Only one car per pitch (extra vehicles in designated area). Please park considerately within designated areas.
- **Torches:** Recommended for unlit areas. Especially helpful for navigating the park at night.

Rubbish Removal & Waste Disposal:

- Help us keep the park clean! Please dispose of your rubbish responsibly.
- Bins are located throughout the park for general waste, recycling, and food waste (clearly labeled). Please segregate your waste into the appropriate bins to aid recycling efforts.
- If you have any bulky waste (e.g., cardboard boxes), please inquire at reception about disposal options.

Reception:

- Register upon arrival. This helps us keep track of guests on site and ensure everyone has a smooth check-in process.
- Closed upon arrival? Contact the number on your booking confirmation. If you arrive outside these hours, please contact the number provided on your booking confirmation for further instructions.

Additional Information:

- Payment methods accepted: Bank transfer, cash, Maestro, MasterCard, PayPal, Visa.

We hope you have a wonderful stay at Newbridge Country Park!