

POD BOOKING TERMS AND CONDITIONS

PLEASE MAKE SURE YOU READ AND UNDERSTAND THE FOLLOWING TERMS & CONDITIONS BEFORE YOU BOOK ONLINE OR PAY A DEPOSIT. PLEASE KEEP THEM FOR FUTURE REFERENCE.

BY MAKING PAYMENT, YOU AGREE TO THESE TERMS.

Time of arrival on site

After 1400 hrs (2pm)

Time of departure

Before 1200hrs (midday)

- SORRY, NO GROUPS OF PEOPLE UNDER THE AGE OF 25.
- PETS BY PRIOR ARRANGEMENT.
- NO SMOKING IN PODS.
- MAXIMUM 4 ADULTS.
- 1 VEHICLE PER BOOKING. EXTRA VEHICLES CHARGED AT £4 PER NIGHT & MUST PARK IN VISITORS CAR PARK.

DEPOSIT

- 25% deposit required on booking- balance due 6 weeks before arrival. If balance not received within 6 weeks the booking will be cancelled.

CANCELLATIONS

- A minimum 6 weeks notice period is required for any cancellation. The following amounts are agreed in the event of a cancellation More than 6 weeks' notice – You will lose your 25% deposit, this is non-refundable. Less than 6 weeks' notice – You will be responsible for the full balance, no refund of any monies will be made. However we will endeavour to move your booking to another date if available, to avoid you any loss of monies.

CANCELLATIONS BY US

- In the unlikely event that we need to cancel a booking due to reasons beyond our control, we will endeavour to find suitable alternative accommodation, but if we are unsuccessful in doing so, we will only be liable to refund monies already paid by you, or offer you an alternative date.

HBL LTD CANNOT BE HELD RESPONSIBLE FOR ANY LOSS, DAMAGE OR ACCIDENT SUSTAINED FROM VEHICLES, EQUIPMENT, THE WATERS OR FOOTPATH, WHILST CAMPING, VISITING OR FISHING FROM THE SITE. HBL LTD RESERVE THE RIGHT TO REQUEST ANY PERSON BREACHING THE CAMPING OR ANGLING SITE MANAGEMENT RULES TO LEAVE THE SITE IMMEDIATELY.

Conservation, Sport & Leisure working together

Book online: www.henlowbridgelakes.co.uk

SITE MANAGEMENT RULES

ARRIVALS & DEPARTURES

All guests to report to reception on arrival, if late please telephone the mobile number, displayed on the front gate.

- Vehicle registration numbers must be provided at Reception on arrival and appropriate fees paid, to allow site access.
- A maximum of 4 paying visitors per unit / pitch at any time. For which a published charge per person must be paid.
- All day visitors must be off site by 22:30 at the latest.
- Exit & Access will be denied by ANPR after this time.
- A charge of £7.00 per adult & £4.00 per child will be payable the next day for any guest not leaving before 22:30. Please note that ANPR will not work until overnight guests have paid these fees & the system has been updated.

ON SITE

- Instruction given by HBL staff should be followed at all times
- HBL is a family site with a peaceful ambience and we ask your help in keeping it that way.
- By booking you agree to prevent any member of your party from causing a nuisance or disturbance to fellow guests or staff in any way on site. In the event of such a problem arising HBL LTD reserve the right for you to vacate the site on demand without any compensation payment.
- Pods must be left clear of all property and rubbish.
- Rubbish must be disposed of at one of the disposal recycling points on vacation.
- Any complaints are requested to be reported to the reception immediately.
- A 10 amp electricity supply is provided, please do not overload this.
- Noise must be kept to a reasonable level. There should be no vehicle movements or noise between 10.30pm and 7.00am.
- Campers should observe the country code and site rules at all times.
- Lake and river fishing is available on the site at the published fishing tariff applicable, environment agency rod licence needed.
- A strict 5mph speed limit is operated on the whole site

CHILDREN

Please ensure that all children are supervised at all times. HBL is a large family oriented site & whilst we encourage everyone to enjoy all our facilities, children must be fully supervised at all times, to avoid inherent dangers. Particular dangers apply to traffic movements, open water, play areas & open fires/bbq's.



The Pods...

Located in Hollyfield a different type of camping awaits you!

Our 3 family Pod's are cosy wooden structures with sheep's wool insulation which keep the inside of Pods cool in summer and warm in winter.

- Double Electric Sockets
- Electric Heater
- Wall Lights
- 1 Pod is Dog Friendly
- Glazed French Doors
- Covered Floors
- Can accommodate up to 4 Adults
- Showers and WC Adjacent
- Plate Wash Room Adjacent
- Baby Change Room Adjacent
- Designated Parking Bay for 1 Vehicle Except for Festival Weekend!

visit: henlowbridgelakes.co.uk
or call on: **01462 812 645**

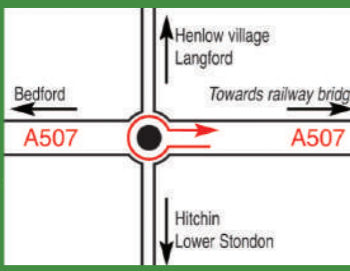


Leave your tent - just bring your basic camping equipment!



**Henlow Bridge
Lakes & Riverside**
Bridge End Road,
Henlow, Beds. SG16 6DD





BY ROAD
Situated on the A507 between Henlow Village & Arlesey. 5 minutes from Junction 10 off the A1 (M)

BY RAIL
The station is served by the East Coast Main Line train service and offers disabled facilities, which are within 4 minutes walk to the lakes from the Northern Line. National Rail Enquiries: 08457 484950 (Arlesey Station)

LOCAL TRAVEL: * BUSES * TRAINS * METROS * FERRIES
www.travelinesoutheast.org.uk or telephone 0871 200 2233 7 days a week 7am - 10pm (except Christmas Day)



Apply for Rod Fishing Licence



CAMPING AND EVENTS AREA

- MAIN SITE**
HARD STANDING WITH ELECTRIC & WATER
Pitches - 1 to 10 (10)
Pitches - 14 to 26 (13)
Pitches - 27 to 51 (29)
Ash - 60 to 68 (9)
B - Oak A to L (12)
- GRASS PITCHES WITH ELECTRIC & WATER**
ASH FIELD
Pitches - 52 to 59 (8)
- HOLLY FIELD**
Pitches - 76 to 90 (15)
Pods - 1 to 3 (3)
- MAPLE FIELD**
Pitches - 91 to 112 (22)
- OAK FIELD**
Pitches - 113 to 122 (10)
- JON'S FIELD 1**
Pitches - 123 to 149 (27)
- JON'S FIELD 2**
Pitches - 150 to 163 (14)
- LODGES** (6)
CABINS (4)
FAMILY CABIN (1)
- THE ROUNDEL**
Events Area
All Weather Structure
Fire Pit
RP Recycling Point
Food Preparation Area
Bar & Patios
Dance Floor
Toilet Facilities



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Conservation, Sport & Leisure working together

GPS coordinates:
52°1'36"N 0°16'9"W



KEY

- 12 D - SWIM No. (D=DOUBLE)
- ND - NET DIP
- MOTORHOME DUMPING
- ELSAN POINT
- DISABLED ACCESS / WHEELCHAIR FRIENDLY
- PUBLIC FOOTPATH
- TT SEAT
- (PL) PLAY AREAS
- (DB) DOG BINS
- (RP) RECYCLING POINT
- FIRE POINT
- FIRE ASSEMBLY
- (PI) PÉTANQUE
- AG

HENLOW BRIDGE LAKES, RIVERSIDE CAMPING AND PUBLIC FOOTPATHS

VISITOR POLICY

Henlow Bridge Lakes & Riverside would respectfully like to make guests and visitors aware of our 'Visitor Policy'. We endeavour to operate a safe and secure site and your co-operation as a customer is appreciated.

- A published charge per visitor is payable for anyone over 2 years of age staying longer than 30 minutes.
- Vehicle registration numbers must be provided at the shop on arrival and appropriate fees paid, to allow site access.
- All day guests must be off site by 22:30 at the latest.
- Exit & Access will be denied by ANPR after this time.
- A charge of £7.00 per adult & £4.00 per child will be payable the next day for any guest not leaving before 22:30. Please note that ANPR will not work until overnight guests have paid these fees & the system has been updated.
- Maximum of 4 paying visitors per pitch/unit at any one time.
- Customers will be responsible for their visitors safety and behaviour.

DISRUPTIVE GUEST POLICY

Henlow Bridge Lakes & Riverside would respectfully like to make customers aware of our policy towards disruptive behaviour.

We strive to be one of the best family friendly sites in the UK. Disruptive guests can spoil this for the majority which is unacceptable and will not be tolerated. Excessive noise, especially between the quiet times of 22:30 - 07:00, foul or abusive language and speeding on site are the main areas of concern, but any action which is deemed to be inconsiderate will be resolved by the following procedure.

- A verbal explanation and warning by HBL staff will be given to any customer who breaches Site Rules to the detriment of the site, property or other customers.
- If the behaviour does not improve following the first verbal explanation & warning, then a senior member of staff will accompany the HBL staff member and a FINAL verbal explanation and warning will be given.
- If the behaviour does not improve after the final warning, the disruptive individual and/or groups will be asked to leave the site immediately or the following morning - whichever HBL staff deem more appropriate at the time.
- If guests do not leave as instructed the Police will be called to eject them.
- HBL will not tolerate any verbal or physical abuse towards any member of HBL staff or fellow guests. Anyone found to be using threatening behaviour will be asked to leave the site immediately, and the Police will be called.
- No refunds will be given to disruptive guests who are ejected from the site.
- By paying for your holiday you have agreed to understand and be bound by this policy.

Watch your speed. Do you want the death of a child on your conscience!

Takeaway & grocery delivery drivers need to be met at the main entrance car park, no access will be given to the site.



Henlow Bridge Lakes & Riverside
Bridge End Road, Henlow, Beds. SG16 6DD

email: info@henlowbridgelakes.co.uk

or call the booking line on: **01462 812 645**

www.henlowbridgelakes.co.uk



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