



Park Rules

Welcome to Yorkshire Spa Retreat! We're delighted to have you here and want to ensure your stay is as enjoyable and relaxing as possible. To help maintain the serene atmosphere and ensure the safety of all our guests, we kindly request your cooperation in adhering to our park rules. These guidelines are designed to create a harmonious environment for everyone to unwind and make the most of their time here. If you have any questions or need assistance, our friendly staff will be more than happy to help..

1. ARRIVAL AND DEPARTURE TIMES

Check-in and key collection will be available from 4pm. If you arrive after 5pm on your date of arrival we will contact you to confirm your lodge number, where we will then leave the key in your door for you to report straight there. If you believe you are likely to arrive after 10pm on the day of your arrival, then you must inform us. If you do not inform us and/or your intended holiday home or pitch is not occupied by 9am on the day after your arrival date we will treat your booking as cancelled and may re-let the holiday home to another guest. No refund will be paid in such instance.

You are required to depart your holiday home by 10am on your departure date.

2. STANDARD OF BEHAVIOUR AT YORKSHIRE SPA RETREAT

The Yorkshire Spa Retreat is enjoyed primarily by those looking for a peaceful, and relaxing, break and we would ask that the behaviour of you and your party reflects this fact.

Between the hours of 10.30pm and 8.30am noise should be kept to a minimum.

Noisy, offensive or inappropriate behaviour, or actions likely to cause harm to any other guest, members of our staff or anyone's property at the Yorkshire Spa Retreat will not be tolerated. We reserve the right to refuse entry to and/or eject any person who, in the reasonable opinion of the management of Yorkshire Spa Retreat, does not comply with these standards of behaviour. No refunds will be issued in these circumstances. If, in the reasonable opinion of the management of Yorkshire Spa Retreat, we believe that you or a member of your party may not comply with the above, on entry to the retreat, we reserve the right to refuse entry or not to hand over accommodation to any person or groups of persons at our discretion. In such cases a full refund will be issued to the lead name on the booking.

All children must be properly supervised by parents or guardians throughout your holiday.

Yorkshire Spa Retreat will not tolerate physical or verbal abuse towards its staff. We have a zero-tolerance policy and you will be asked to leave the Yorkshire Spa Retreat grounds and/or accommodation immediately. In these cases, no refund will be offered.

3. HOT TUBS

If you have booked accommodation that included a hot tub it will have been completely emptied, cleaned and refilled on the day of your arrival in order for us to maintain the required hygiene standards. Given the quantity of water involved, it may not be at the regular running temperature of between 37°C and 38°C until the evening of your arrival.

For your health and safety reasons, we test your hot tub's chemical and water quality twice a day and have to insist when using your Hot Tub you: Supervise all children between the ages of 5 and 16 years. No child under 5 years should use the Tub.

Between the hours of 10.30pm and 8.30am hot tubs must not be in use.

If our Hot Tub Maintenance team needs to empty your hot tub because of incorrect items, such as soaps or glass in the water, this service will be provided at no cost to you. However, if a second emptying is required due to misuse or damage, a charge of £50 will apply.

4. ALLERGIES

If any member of your party has an allergy to pets, we would strongly recommend that you do not book accommodation which accepts pets. We cannot guarantee that pets have never occupied any of our accommodation.

5. SMOKING POLICY

Smoking is not permitted in any of our holiday accommodations. If you smoke in any of our accommodations, you will be charged £150 for it to be specially cleaned. It is illegal to smoke inside enclosed public buildings and you and other members of your party are requested to smoke only in those areas which have been clearly designated as such.

Yorkshire Spa Retreat does not allow the use of e-cigarettes or vaping inside enclosed public buildings.

6. PETS

Most dogs are welcome at Yorkshire Spa Retreat and in specific accommodations with a maximum of two dogs per booking. Some breeds of dog including those listed in the Dangerous Dog Act 1991 are not allowed. Please provide us with the details of the breed of your dog when you book with us. Other pets may be permitted at the discretion of the Retreat Reception Team, please check when booking.

There is a charge allocated into the costs for a Pet-Friendly accommodation. Assistance dogs are exempt from these requirements and charges.

Pets must be kept on a lead at all times, and you must clean up after your pet. Pets (other than assistance dogs) are not allowed in our Spa, however The Dome Restaurant & Bar is Pet-friendly. Pets should not be left unattended in holiday homes.

If we reasonably believe your pet is causing a nuisance at Yorkshire Spa Retreat or causing damage to the holiday home, you will be required to remove it from our retreat and/or we reserve the right to refuse entry.

If you bring a pet to stay in an accommodation that has not been graded as pet friendly, you will be charged £150 for it to be specially cleaned.

7. USE OF YOUR HOLIDAY HOME

You are required to take good care of your holiday accommodation whilst you occupy it. At the end of your holiday, you must leave your holiday accommodation undamaged, tidy, and free of all rubbish which must have been placed in the bins located at our Refuge Area on Park.

By booking with us you agree that we have reserved the right to recover from you any costs or fees incurred by us for damage to any of our property caused by you or any member of your party. We may either, at our sole discretion, request the immediate payment of our reasonable costs during your stay, or charge the payment card details provided at the time of booking.

The reasonable costs we may incur if you damage our holiday accommodation are likely to include additional cleaning costs, costs for repair or replacement of anything damaged by you or any member of your party and may include a daily charge for any period the holiday accommodation is unusable due to damage. Should we be unable to process a payment against the payment card used to confirm your stay we will take legal action to recover the cost of damage sustained during your occupation.

If you request, we will send a breakdown of these costs to the address used for the booking. We reserve the right to enter your accommodation, at any reasonable time during your stay, in order to inspect the condition of the accommodation or without notice in the event of emergency.

8. YOUR PERSONAL POSSESSIONS

Yorkshire Spa Retreat does not accept any responsibility for the theft or loss of your personal possessions whilst at Yorkshire Spa Retreat or whilst you are in your holiday home and you should take appropriate security measures to ensure against theft and or loss.

9. YOUR CAR

You should comply with speed limits, parking and other traffic regulations at Yorkshire Spa Retreat, including our one-way system. All vehicles are brought onto the holiday retreat at their owners risk and the Company does not accept responsibility for loss or damage to these except where it is caused by our negligence or fault. The Yorkshire Spa Retreat is not currently designed to supply the electricity required to support vehicle charging. In addition to the additional load on the accommodation's supply, there is an increased risk of electric shock and a trip hazard from any charging cables that would be in use.

Although we are fully committed to doing our bit for the environment and welcome hybrid cars, we therefore have to insist that guests do not use the accommodation's electricity supply to charge their vehicle.

10. YORKSHIRE SPA RETREAT ENVIRONMENT

The Yorkshire Spa Retreat may have open water sources such as ponds, rivers, lakes or dykes nearby to our retreat. Please ensure you familiarise yourself with the retreat layout and supervise children and vulnerable adults appropriately. Our Yorkshire Spa Retreat is located in a rural, countryside area, which may restrict lighting levels. Please take care to avoid accidents and consider using a torch if you are in any way uncertain about the lighting conditions in place. Please also take extra care on uneven ground and paths.

11. NUMBER OF YOUR PARTY

As per your Hoseasons booking terms and conditions, the total number in your party (including children and babies) must not exceed the maximum capacity of the accommodation as advertised. In most cases this will be no more than six depending on the size of the accommodation concerned. In the event that these numbers are exceeded, we reserve the right to exclude or refuse entry to any or all members of your party from Yorkshire Spa Retreat.

Where half or more of the party is aged between 16 and 25, you must tell us when you book. We have the right to refuse your booking or cancel after bookings have been checked. We reserve the right to refuse entry or not to hand over accommodation to any person or groups of persons at our discretion.

12. GUESTS WITH SPECIFIC NEEDS

Our facilities are designed to accommodate wheelchairs or who may have mobility difficulties. However certain accommodation and locations may not be suitable. If your party includes someone with specific requirements, please let us know at the time of booking.

13. TRAVELLING ALONE OR IN A GROUP

Our holidays are designed with families and couples in mind. As per our Hoseasons booking terms and conditions, we do not allow hen or stag parties. We may also refuse your booking or turn you away on arrival if you are in a group where in the reasonable opinion of the management team of the retreat deem that you or your party may be unduly disruptive.

14. YOUR HOLIDAY

As Yorkshire Spa Retreat is a holiday park we do not accept bookings if you want to stay for residential use. All adults booked must appear on the electoral roll at the address given when booking or provide evidence of their permanent address such as a utility bill if requested. Commercial vehicles will not be permitted to enter Yorkshire Spa Retreat. You must bring ID with you as you may be asked for this on arrival or during your stay.

15. VISOR

To provide our guests a Yorkshire Spa Retreat experience, we do not accept bookings that include any person listed on the VISOR, or similar registry. By confirming your booking with us, you are also confirming that no individuals in your group are included on such registers.