

Camping Terms and Conditions

Information about your stay including terms and conditions.

Arrival and Departure

Your pitch is available and you are able to check-in from Midday on your day of arrival. Pitches will not be held after 7pm on your day of arrival unless prior arrangements have been made with Gosfield Lake Resort.

On your day of departure you must have vacated your pitch by Midday unless a half day supplement has been paid in advance during your check-in. Failure to vacate your pitch by Midday will result in a charge to the total of 50% of one day's booking fee.

Guests

Gosfield Lake Resort and our facilities are mainly intended for family holidays, although we do accept bookings from individuals and group bookings as well. Parties of young people under the age of 18 are not permitted without a responsible adult present. For parties over the age of 18 and below the age of 25 years a no nuisance deposit of £50 per person may be taken on arrival. This will not be refunded on departure if any damage is caused, alcohol is brought onsite or if any complaints are made against you and/or your behaviour. Please act responsibly and be aware that many children are onsite and any inconsiderate or inexcusable actions and behaviour will not be tolerated.

We withhold the right to ask a party to leave and not to issue a refund under these circumstances.

Special Requirements

You are able request any special requirements via our online booking system on our website www.gosfieldlake.co.uk and we will try to accommodate these.

If you wish to discuss any special requirements, then please advise our Reservations Team on 01787 475043 when making your booking.

Please note that although we will endeavour to meet your requests, this is not a condition of booking.

Pets

Dogs are welcome at Gosfield Lake Resort and to stay with you on your pitch. You will be charged at an extra £5.00 per night per dog. Dogs must be kept on leads at all times by the adult responsible at all times. They are not allowed in the Lake, Pond, Buildings or Facilities onsite. We do welcome most breeds of dog however if you are unsure as to whether we will allow certain breeds then please ring our Reservations Team on the number provided above to enquire. We reserve the right to require the owner of any dog to remove it from Gosfield Lake Resort if it is considered a nuisance or is interfering with the general comfort of guests and staff.

Children

Children remain the responsibility of their parent(s) or guardian(s) at all times, as do they at any of our facilities or activities onsite.

If children wish to participate in the Water Sports activities then a parent or guardian must be present during the activity and will be required to sign a Release and Waiver of Liability and Indemnity Agreement. Please contact either our Reservations Team or Water Sports staff prior to the day they wish to participate.

It is important that you know where your children are at all times and that they obey the instructions of all Water Sports Instructors and members of staff. Please ensure that all children are aware of and understand the Campsite Rules which you will be provided with on your day of arrival.

The Gosfield Lake Resort

Gosfield Lake Resort is in one of the most beautiful natural settings in Essex. Gosfield as a village offers many facilities including a range of traditional Pubs, Nature Reserves, Parks, Gosfield Lake Golf Club and hosts many fetes and activities throughout the year.

We have a wide range of activities on site from the gentle relaxation of fishing to the excitement of Water Skiing and Banana Boats, together with a variety of other leisure activities all catered for at one location.

Water Skiing is the most established feature of Gosfield Lake and only the best equipment is used. Please treat all equipment correctly as well as all facilities with respect and care so that other guests may continue to enjoy them. You will be charged to replace any equipment that you intentionally damage or break and will be consequently asked to leave the campsite.

Both Speed Boats are of full tournament specification and Skis and Wetsuits are available to all visitors and Top National Champion Coaches are on hand to assist at all times. It is important that you follow all Water Sports Instructors instructions and advice at all times as well as all other members of staff.

Please take care

Please treat the property, facilities and surroundings of the park with respect and care so that other guests may continue to enjoy them. In the event that you notice damage to any facility, please report it to reception immediately so that we can take appropriate action.

Please also take care when walking around Gosfield Lake Resort and remember that you are in an unfamiliar environment, particularly at night. It is always advisable to carry a pocket torch to assist you and to avoid any holiday accidents.

In line with current legislation, please note that all public buildings within the resort are non smoking. Please be aware that fines can be imposed to anyone not adhering to this law.

Your Pitch

Pitches are allocated on first come first served basis. Gosfield Lake Resort is unable to guarantee any particular pitch. You are advised to check in with your complete party, to ensure pitches together.

Only those listed and paid for on the booking may occupy your pitch and use the facilities of the park. If this legal requirement is not met then your booking will be terminated and you will be asked to leave, with no refund made. Only one tent, motor home or caravan is permitted per pitch.

Please dispose of all rubbish as you vacate your pitch. Bins are provided onsite as well as Recycling bins. We kindly ask you to separate your rubbish if possible into recyclable and non-recyclable bins.

Unreasonable behaviour

For the convenience of our guests, we reserve the right to terminate your stay without compensation, where the unreasonable behaviour of the persons named on the booking or their guests might impair the enjoyment, comfort or health of other guests, or our staff. A no nuisance deposit may be requested at the discretion of Gosfield Lake management for any parties of £50 per person, held on a credit card and refunded on departure, behaviour permitting.

Availability of facilities

The operation of our park is subject to legislation and the guidelines laid down by the Health and Safety Executive and Local Authorities and their code of practice. We accordingly reserve the right to adjust our services in order to meet these standards.

It is possible that in some circumstances a facility may have to be temporarily withdrawn, due to maintenance, renovation, adverse weather conditions, changes in government legislation or any other factor outside our control.

Website accuracy

We take every care to ensure that the details on this website are accurate. Photographs taken of the park are for guidance only. Layouts plans are for illustrative purposes only

Data protection the information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act.

If you have a comment

If you are dissatisfied with any aspect of your stay, please speak to the reception. In most cases they will be able to help you immediately so that you can enjoy the rest of your stay. We are only able to take action on any complaints that are first brought to the attention of the reception whilst you are on holiday.

Conditions of booking

The booking contract.

Our contract is subject to these conditions of booking and the provisions detailed above. The personal details you provide, including home address and age must be true and correct.

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of other guests or staff. In the event no refund will be made.

Prices

The price paid at the time of booking is guaranteed. However if the booking is amended after a price increase then the new price will be the applicable.

Full payment for your holiday is due at the time of booking.

Bookings paid for by credit card incur a 2% booking fee, debit cards or switch do not incur a fee.

Cancellation policy.

As soon as you know you need to cancel, call the Resort Office, 01787 475043 and confirm your cancellation in writing or by email turps@gosfieldlake.co.uk. The cancellation can only be accepted by the person who made the reservation. Cancellation charges will apply and will be calculated as follows from the date your written instructions are received. All refunds will be subject to an administration fee of £20.

Length of time	Cancellation charge
30days or more	£10
14day-29days	50%
7days-13days	75%
Within 7 days	100%