



Terms & Conditions

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CALIFORNIA CHALET & TOURING PARK BOOKING TERMS & CONDITIONS

For self-catering holiday accommodation and touring holiday pitches.

Booking

1. Unless where stated otherwise these Booking Terms and Conditions apply to all self-catering and touring pitch bookings.
2. California Chalet & Touring Park is a family business. Our guests' enjoyment and safety are paramount and therefore we ask you to read the following terms and conditions before making your booking. We reserve the right to ask guests who contravene these terms and conditions, or who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the Park immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you.

How to Book

3. Bookings can be made in the following ways:
 - a. by telephone on 0118 9733928 using a credit/debit card; or
 - b. using our online booking service at www.californiaholidaypark.co.uk
 - c. We have a number of channel partners who can also take bookings on our behalf.

Contract

4. A contract exists as soon as we have issued our booking confirmation to you. Your booking confirmation will be either emailed to you or sent by post. You should check this document carefully to see that it reflects your wishes. This contract is with California Chalet & Touring Park Ltd. Please inform us immediately if you notice any discrepancy in your booking confirmation.
5. The terms contained in this document do not affect your statutory rights.

The Booking

6. The person who makes the booking is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers that the accommodation can accommodate.
7. By making a booking you agree not to commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these). We do not accept bookings from any individual who is currently on a Violent and Sex Offender Register or has been issued with a Risk of Sexual Harm Order or Child Abduction Warning.

8. We cater for families and couples and do not accept bookings from all male or all female adult parties of three or more persons. We also reserve the right to refuse any booking.
9. You agree that your acceptance of this booking is not conditional upon being allocated any specific pitch on the Park.
10. You will not be entitled to receive a refund if you depart before the end of the booked holiday, save where we have breached the terms of this contract with you.
11. You may apply to extend your stay at the Park. Please note that should we accept your application to extend your stay at the Park, we cannot guarantee that the same pitch will be available for the extended booking.
12. By occupying a pitch or chalet in the Park you accept our booking conditions and abide by these rules

Price

13. In order to confirm your booking you must first pay a minimum deposit. The remaining balance of the price of your holiday booking must be paid at least 28 days before the first day of your holiday.
14. If your holiday is due to start within 28 days of the date on which you made the booking, then you are required to pay the full price of your holiday at the point of booking.
15. The onus is on you to ensure that the balance is paid on time. If you fail to pay the balance of the price of your holiday within the timeframes stipulated then we may treat this as a cancellation of the holiday booking by you.
16. All of our holiday prices include VAT.

Cancellation

17. If you wish to cancel your booking reservation you must let us know immediately by:
 - a. sending written confirmation to us, including a copy of your invoice/booking confirmation email to: info@californiaholidaypark.co.uk.
18. Your cancellation will be effective from the date which we receive your written notification.
19. If you decide to cancel your booking within 28 days of the Holiday Start Date then you will be liable for the total holiday cost (including the deposit), in accordance with the following scale:
 - a. If you cancel more than 28 days before the Holiday Start Date, you will be charged a cancellation fee of £30
 - b. If you cancel less than 28 days before the arrival date you will not receive any refund.
 - c. Your statutory rights are not affected.

Government Cancellation

20. This clause explains when you, or we, may cancel or agree to postpone your holiday due to Government restrictions. We prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.
21. We promise to keep all our customers safe. We ask you not to book if the law prevents you visiting or staying with us, or if Government guidance means that you should not visit or stay with us even if the law still allows you to. Our promise also means that there are limited circumstances in which we may need to cancel your holiday.
22. Either of us has the right to cancel your holiday, or any unused days, if the law prevents you from visiting or staying with us. If your holiday has not started, then we will refund your booking in full less any costs we have already incurred on your holiday which we cannot recover elsewhere (“Direct Costs”). If your holiday has started, then we will refund in full any days unused when we cancel, again less any Direct Costs. We will not charge an administration fee.
23. Either of us also has the right to cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If your holiday has not started, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

Changes to our facilities and services

24. We may make reasonable changes to the facilities and services at the park provided these changes do not materially reduce their quality. Our changes may reflect changes in relevant laws and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.
25. If we make changes to the facilities and services at the park which materially reduce their quality, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. If your holiday has not started and you decide to cancel, then we will refund your booking in full. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee, and we will not deduct any Direct Costs.

Type of Accommodation

A. Self-Catering Holiday Accommodation (e.g. a chalet / cabin):

26. Please note that our caravans are regularly upgraded at the Park. This may mean that the layout of your accommodation will occasionally differ from that shown on the website.
27. All of our self-catering accommodation is strictly non-smoking.
28. Accommodation is available from 3:30pm on the stated day of arrival and must be vacated by 10.30am on the agreed day of departure.
29. You must claim your keys for the accommodation before 5.00pm on the agreed day of your arrival. Guests are asked to advise reception if they do not expect to arrive by 5.00pm. If this is the case, the number to call is 0118 9733928.
30. You must fit protective sheets on all beds used by young children in hired accommodation.
31. You must inform us of any damage or breakages caused by you or anyone in your party. Any such damages or breakages in the accommodation must be paid for by you.

B. Guests who Book a Touring Holiday Pitch:

32. So that we may ensure that you are allocated an appropriately sized pitch, you must inform us at the time of making the booking of the size of your Touring Caravan or Motorhome, including the size and dimensions of any tents and gazebos which you intend to bring to the Park. Please note that in the event that you subsequently alter your requirements after the booking is confirmed, we cannot guarantee that we can provide you with an appropriately sized pitch.
33. You are requested not to arrive before 12:30 on the day which your booking commences. Similarly, please advise us if you are likely to arrive later than 5.00pm on the day which your booking is due to commence.
34. All pitches must be vacated by 11.30am on the day of your agreed departure. You must let us know immediately if for any reason you will be unable to vacate your pitch by this time. We reserve the right to charge for any additional nights you remain on the pitch after your departure date.
35. Your pitch number and directions to it will be confirmed on arrival. If you are in any doubt as to whether you are on the right pitch, please check with a member of staff. Any guest on the wrong pitch may be required to move or will be asked to leave the park and no refunds will be given.

The Park Rules

Dogs

36. Dogs are not allowed unless we say so on the website. You must add your dog to your party at the point of booking. We recommend that any dog must have insurance which includes sufficient public liability cover and you are wholly responsible for the supervision and behaviour of your dog at all times. If you bring a dog with you, it is not allowed upstairs, on beds or furniture, or in any shared facilities, you must not leave any dogs unattended in the accommodation, including any garden, and you must keep dogs on a lead within the boundaries of an accommodation (including the garden). Children must not be left alone with your dog. Registered assistance dogs are allowed in most accommodations featured on our website, even if the accommodation description says that dogs are not allowed. If you or any member of the party has a pet allergy, we cannot guarantee that dogs, or other pets, have not stayed in your chosen accommodation, even if the holiday homeowner does not allow dogs, nor can we accept any responsibility for any subsequent health reaction. Sometimes, holiday homeowners may take their own pets to an accommodation. It is your responsibility to make specific enquiries before booking. You should also read the information on taking dogs on holiday included on our website. If there is a charge for taking a dog, you will be told at the time of booking.
37. We reserve the right to require that the dog owner removes their dog from the park if it is a nuisance or danger to other guests.
38. Nothing in these Booking Terms and Conditions or the Park Rules prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence. Similarly, no charge will be incurred for bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

Pets

39. All pets that you bring to the park must be well behaved and not cause a nuisance. If you do not supervise and control any pet or animal, we are likely to ask you to remove it from the park straight away. This is because we cannot allow the safety of others to be put at risk.
40. Pets are not permitted in certain areas of the park. Please check with your park reception for more information.
41. You must keep any dog on a short lead at all times on the park.
42. You must clean up after your pet. Failure to do so may result in you being asked to leave the park.
43. Your Licence Agreement contains undertakings not to cause any nuisance, undue noise or disturbance. These extend to the behaviour of pets and animals.
44. The Government has banned the American XL bully, and so the following rules will be implemented on all of our parks with immediate effect:

- a) Caravan/Chalet owners who own an XL bully must contact us before bringing their dog to the park. We will register your dog and insist it is always muzzled and kept on a short, strong lead at the holiday park.
- b) We know the XL bully is often confused with similar breeds. In this case, we will always err on the side of caution and ask for the dog to be removed from the park immediately if we feel it has the characteristics of an XL bully.

Health and Safety

45. We take the wellbeing and safety of our guests very seriously and we ask that you comply with the following:
- a. The speed limit on the park is 5 mph.
 - b. All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code apply to the roads on the park.
 - c. Guests are not allowed to bring lorries or other commercial vehicles on to the park. This includes towing vehicles.
 - d. No recreational vehicles can be used on the park. This includes motorised scooter, electric bikes and hover boards.
 - e. No mechanical or repair work is to be undertaken on the park.
 - f. Only 1 vehicle can be parked next to the pitch.
 - g. Please make yourself aware of the nearest fire point.

Security

46. You are solely responsible for securing the Caravan.
47. You may only use alarms of the silent, monitored type and not audible alarms.
48. We do not accept responsibility for any personal loss or loss or damage sustained to the Caravan, vehicle or associated property whilst on the Park, unless such loss or damage has arisen as a result of our negligence or breach of our obligations to you. Please note that CCTV is operational on our parks for your security and safety.
49. You are not permitted, under any circumstances, to install CCTV equipment.

Gate Codes & Access

50. Giving your gate code or allowing unauthorised persons onsite is a breach of your agreement and you will be asked to leave the park without notice.

Permitted number of occupiers

51. The Caravan or chalet may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated. If no number is stipulated then it may not be used for sleeping a number of persons greater than the number for which it was designed.

Visitors to the Caravan

52. Only people lawfully staying with your permission have permission to enter the park.
53. It is your responsibility to ensure that your visitors and all occupiers of the Caravan adhere to the park rules. For security and health and safety reasons, please make reception aware of any visitors occupying the Caravan (ahead of their visit)

Condition of the Caravan

54. You must not change the exterior colour or finish of the Caravan, decking or any other associated ancillary item without our prior consent in writing.
55. The Caravan must be maintained in a good state of repair and condition.

Your pitch

56. You are responsible for keeping the area around the Caravan clean and tidy.
57. The underside of caravans and steps must be kept clear at all times.
58. Windbreaks must be dismantled at the end of each day and when the Caravan is not in use.
59. To maintain standards on the Park and to prevent damage to the Park and its installations, any development works to the Caravan or pitch, including decking, patios and all types of masonry work, fences, slabs or any other type of work that will alter the appearance of the Caravan, the pitch or surrounding area must be done by us or our contractor(s). You agree to pay us for any development works to the Caravan or pitch at your request. We will provide you with a written quotation for any works to the Caravan or pitch.
60. 'For sale', 'For let' or similar signs situated on the Caravan or the Pitch are not permitted.
61. Hot tubs and paddling pools are not permitted.
62. No wooden or metal structures, such as children's play equipment or similar, are permitted.
63. You must not erect any tent or gazebo on the park other than your allocated area.
64. Flags are not permitted in the area outside the Caravan.

External storage boxes

65. You are only permitted to have one metal or plastic external storage box (timber storage boxes are not permitted) and it must not exceed 122cm (4ft) high by 183cm (6ft) across.
66. Your storage box must be located at the back of the Caravan. If this is not possible, it must be located on the same side of the Caravan as the door.

Utilities installations

67. For reasons of health and safety, and ensuring gas bottles are un-damaged and transported safely to the Caravan, gas bottles are available from the Park only. These must be paid for prior to delivery to you. Gas delivery times may vary; please check with the park reception for further details.
68. Due to circumstances outside our control, such as supplier demand and availability, our ability to supply any services including, but not limited to, gas, electricity, and water may be affected. We recommend that you ensure you have sufficient gas to last during any period during which the park office is closed.
69. You must store no more than 2 gas bottles on the pitch.

70. If you experience any problem with the park's electrical, gas or water system, you should contact us. You must not attempt to work on any part of the park's electrical, gas or water system yourself; this includes any installations on the pitch.
71. The use of electricity generators is not permitted on the Park.

Drainage system

72. You must not introduce any foreign items into the drainage system including cleaning cloths, babies' nappies, sanitary towels, condoms, cooking fat, engine oil, grease or paint.

Trees and shrubs

73. You must not cut any trees or hedges at the park. If you find any tree or hedge a nuisance or unsatisfactory you should take the matter up with us; do not deal with it yourself.
74. You must not plant any tree or shrub.
75. You must not tie ropes or drive nails into trees.

Washing

76. You may only use washing lines of the window sill type and must remove them and store them out of sight immediately after use.

Waste & Recycling

77. Only general domestic waste is permitted to be disposed of in the park bins. Non-domestic refuse such as furniture, electrical appliances, building materials or waste or similar, must not be disposed of on the Park. These items must be disposed of in accordance with the local waste management service. We can provide recommended disposal companies, if required.
78. You must not deposit refuse outside the Caravan. You should use the refuse bins provided.
79. Recycling points are available on the Park, please follow the signage and do not put recyclable waste into the general waste bin
80. Recycling facilities may vary at different locations, you will find more information in your accommodation when you arrive at the park. If you have any questions, please ask at Park reception.
81. Items such as cardboard boxes must be compressed as much as possible so that they take up less space at the recycling points.
82. If you find that a bin is overflowing, please report it to the park reception.

Vehicles

83. All vehicles on the park must be roadworthy, taxed and have a valid MOT and be insured to drive on the road.
84. Charging of Electric Vehicles (EVs):
 - a. There are no EV charging points on any of our holiday parks
 - b. DO NOT charge your EV via an extension lead from your caravan or from any electrical supply point throughout our holiday parks.
85. You must not carry out the following works or repairs on the park:
 - a. major vehicle repairs such as dismantling of part(s) of the engine
 - b. works which involve the removal of oil or other fuels.

86. Motor vehicle repairs must not be carried out at the park but a recognised breakdown service may attend in the event of a breakdown.
87. Quad bikes, ATVs, trials bikes, electrical or motorised bikes, go-karts, hoverboards and powered scooters are not permitted on the park.

Driving

88. You must hold a full current driving licence to drive any vehicle on the park.
89. Driving on the park is restricted to the park roads.
90. You must drive all vehicles on the park carefully and within the displayed speed limit of 5mph.

Parking

91. For reasons of access and safety on the Park, you must notify the park reception as soon as reasonably practicable of any delivery of goods and services to the Park so that parks roads are not unreasonably obstructed
92. Cars can only be parked if you are occupying the caravan.
93. Any cars or vans parked in unauthorised area or where it could cause danger to others will be removed.

Holiday Behaviour Standards

94. By making a booking with us you have entered a contract in which you undertake, on behalf of yourself and the people in your party (including children), to adopt the following standards of behaviour:
 - a. To act in a courteous and considerate manner towards us, our staff and other guests.
 - b. To supervise children properly so that they are not a nuisance or danger to themselves or others.
95. You further agree that you will not:
 - a. commit any criminal offence at the Park or undertake any criminal activity
 - b. commit any acts of vandalism or nuisance
 - c. keep or carry any firearm or any other weapon at the Park
 - d. use any unlawful drugs
 - e. create any undue noise or disturbance
 - f. carry on any trade or business while on the Park.
 - g. Carry out any vehicle repairs
 - h. Hold any type of gathering more than 3 individuals unless agreed by reception.
 - i. Let off fireworks or any pyrotechnics

If these rules are broken you will be asked to leave the Park with immediate effect without any reimbursement.

96. You should respect the privacy of other caravan owners and keep noise to a minimum between 22:00hrs and 07.00hrs.
97. Open fires and ground-level barbeques are not permitted.
98. Only one barbeque per pitch is permitted.

99. When not in use, any barbeque must be stored at the side of the Caravan next to the door.
100. You may only consume alcoholic drinks within the boundaries of your pitch or cabin.
101. In the interests of safety of all those who are the Park, we operate a stop and search policy where we have a reasonable suspicion of possession of alcohol or illegal substances. We will undertake any search with reasonable diligence and professionalism. Where your consent is withheld, we may refuse you entry to the park and refer any concerns to the police.
102. You must not use a drone, powered model aircraft or any other powered flying object on the park.
103. You must not use any Chinese lanterns, fireworks or similar.

Ejection on grounds of behaviour

104. In the event of any or persistent / serious misconduct by you, a member of your family, your occupiers, visitors or guests you will be asked to leave the park. We do not have to follow any formal procedure to eject.
105. Failure to do so will result in additional charges of £500 per day levied against your account
106. In extreme cases your property may be seized to settle your account.
107. All amenities including water and electricity will be cut off until settlement is made.

Hosepipes

108. Only one hosepipe per caravan is permitted.
109. Hosepipes are only permitted to be used from Monday to Thursday, except in the case of an emergency. If you need to use a hosepipe outside of these times, you must obtain permission from the park reception.
110. Hosepipes are not permitted on bank holidays or during the period of any school holidays. For example, Easter, Christmas, summer holidays and any half term break.
111. You may only use the hosepipe to wash the Caravan and/or decking. Hosepipes must not be used to wash boats, cars or vehicle accessories.

Pitch Fees & Electricity Bills

112. If your account is not settled within 5 days after the 1st of the month or following receipt of an electronic notification of your outstanding balance, a £75 administration fee will be added, or you may be asked to vacate the park.

Recreation

113. You may only play ball and other games in the areas set aside for recreation.
114. You may not fly kites on the park due to low lying powerlines.

Postal Mail

115. The park address may not be used for any postal deliveries, including but not limited to Amazon or other delivery services. California Chalet & Touring Park accepts no responsibility and shall not be held liable for any loss, damage, or failure to receive any deliveries sent to the park address.

Food Deliveries

116. All food deliveries must be collected at the gate. Delivery companies are not permitted to enter the site. Failure to comply with this policy will constitute a breach of the terms and conditions, and you may be asked to vacate the premises.

Fire Precautions

117. Patio heaters are not permitted on the park.
118. All caravans must be fitted with a smoke and heat detector, carbon monoxide detector, fire blanket and fire extinguisher. These must be kept serviced, in good working order and checked regularly in accordance with the manufacturer's recommendations.
119. Any fixed ventilation in the Caravan must not be obstructed, blocked over or replaced by closable (hit and miss) type vents.
120. No combustible/flammable items should be stored under or near the Caravan.

Periodic Inspections & Insurance

121. It is compulsory to have the following valid periodic tests a copy of which must be provided to the park office:
- Annual Gas Safety Record
 - EICR (Electrical Installation Condition Report) - every 3 years
 - Annual PAT (Portable Appliance Testing) Report if subletting
122. It is compulsory for all caravans/chalets to hold valid insurance on a new for old basis.

Complaints

123. We aim to provide a thoroughly enjoyable, memorable, and trouble-free holiday. If a problem occurs, please tell Reception as quickly as possible, and we will try and put things right. Unless we are made aware of an issue during your stay, we cannot address the matter after departure. If anything raised during your stay is not resolved by the time you leave, please contact us by email at info@californiaholidaypark.co.uk no later than 14 days after the end of your holiday. Please make sure to include your booking reference.

Subletting

124. Subletting is not permitted.

Parks with Lakes & Streams

125. Children under the age of 18 must be accompanied by a responsible adult and not be left unsupervised to play or wander around the lake or stream on the Park.
126. All types of water recreation such as water-boarding, rowing, kayaking, swimming or similar on or around the lake or stream are not permitted.
127. Fishing is permitted however a valid licence needs to be obtained from the relevant authorities.

Safety

128. You should use the park safely and should not cause danger to others.

129. You should obey all health and safety notices displayed on the park and act on the reasonable instructions of park staff in matters of health and safety.
130. Children under the age of 18 should be supervised by a responsible adult at all times and must not be left alone in caravans or on the park.
131. All accidents must be reported to the park as soon as possible after the incident occurred and documented in the park accident book.
132. You should not leave items on the common areas of the grass, that is any area which is not designated as your pitch. We reserve the right to remove any item that causes an obstruction to the grass cutter or strimmer.

Liability

133. Every care is taken to ensure that all information is accurate at the time of being published. Park photographs are taken at our Parks, and are intended for guidance only. Layout plans and artist's impressions are for illustrative purposes only. Not all facilities and activities are identical at all Parks. Due to operational circumstances, activities may sometimes be withdrawn. All maps shown are for representation only and mileages shown throughout the website are approximate and depend on the route taken.
134. We do not accept liability for any personal injury, loss or damage that may be sustained by you or any members of your party during your booking, except if it arises in connection with negligence caused by the company, its servants or agents.

Changes to Terms & Conditions

135. We make every effort to ensure that all information is accurate at the time of publication. However, due to seasonal variations or unforeseen national circumstances, we reserve the right to modify or amend any terms and conditions at our sole discretion, at any time, without prior notice. Guests are advised to consult Reception for the most current and updated terms and conditions. By continuing your stay, you acknowledge and accept these conditions and have no right to dispute any changes made.

Contact, Support & Maintenance escalation

- As part of your terms and conditions you agree to contact the Park reception with queries based on the following.

Area	Example	Open All Other Times	Action
For Booking & administration enquiries	I want to book? I want an invoice? Pay my bill? Query on my bill?	Monday to Friday Between 9am and 5pm	Visit www.californiaholidaypark.co.uk Or contact the main reception on 01189 733928 Or email info@californiaholidaypark.co.uk
		Saturday Between 10am and 4pm	Visit www.californiaholidaypark.co.uk Or contact the main reception on 01189 733928 Or email info@californiaholidaypark.co.uk
		All Other Times	The reception is closed.
For non-urgent maintenance	Lightbulb out. Broken door handle I need new bedding	Monday to Friday Between 9am and 5pm	Please contact the main reception on 01189 733928 or via email at info@californiaholidaypark.co.uk
		Saturday Between 10am and 4pm	Please contact the main reception on 01189 733928 or via email at info@californiaholidaypark.co.uk
		All Other Times	Send a SMS to 07496 423339 This will then be actioned the next working day.
For Urgent maintenance	A leak. No electricity	Monday to Friday Between 9am and 5pm	Please contact the main reception on 01189 733928 or via email at info@californiaholidaypark.co.uk
		Saturday Between 10am and 4pm	Please contact the main reception on 01189 733928 or via email at info@californiaholidaypark.co.uk
		All Other Times	Send a SMS to 07496 423339 State who you are, your pitch or chalet number and the issues A maintenance operative will then attend within 30 Min to look and see if it can be fixed. If it cannot be fixed and it is dangerous to our guest, we will move you to a similar accommodation if available.

The Park reserve the right decide what is and what is not urgent in these circumstances.