

1. Nelsons Patch Motorhome Park terms and conditions of stay and use of facilities thereon are listed here.
2. These terms and conditions are designed to make your stay at Nelson's Patch as comfortable and pleasant as possible, for you and all other guests on site. We wish you a very happy holiday with us.
3. The park does not have a member of staff on site at all times, so in the event of emergency please call 01692 650167 or 07579 827636 for urgent assistance. The address is Nelson's Patch Motorhome Park, Coast Road, Walcott, NR12 0PE.
4. The park is monitored by CCTV for your protection and security at all times.
5. The park is a new park, established in 2021 and is in the process of 'settling in'. Please respect this.
6. The park is not connected with the neighbouring properties, please do not direct your queries to them. We encourage you to eat and drink there, and order takeaway food to eat on your pitch!
7. We ask you to be considerate to other guests at all times, and especially on arrival and departure.
8. Arrival is after 1.30pm. Departure is before 11.30am on the day you leave.
9. If you use the small tourist 'Park & Walk' Car Park next to the park, you must pay the appropriate charges on that car park.
10. There is no minimum length of stay, except over Bank Holidays, when we may impose a minimum 3-night stay on all pitches.

All bookings must be made online before arrival, and paid in full, or confirmed with a deposit of 30% of your total booked cost, if booked more than 90 days before arrival. The balance is to be paid 90 days before arrival.
11. Only Motorhomes, Campervans and similar vehicles are allowed on the park.

Caravans and tents are not permitted.
12. All pitches are booked individually, on a first come, first served basis.
13. Vehicles are allowed on the park only by entry through our Automatic Number Plate Recognition (APNR) barrier system. Any change to the booked-in vehicle must be notified to us before arrival, or the barrier will not open.
14. No dogs or other pets are allowed on the park.
15. Please use the park's free Wifi considerately and proportionately. Use of the system for illegal purposes is strictly forbidden, and is the user's sole responsibility. The park's operators accept no liability whatsoever for the use of wifi by guests.
16. No open fires – small charcoal and gas BBQs only. Please respect and look after the grass, growing plants and trees on site at all times.
17. We allow charging of electric vehicles ONLY by the PodPoint EV charging points in the car park adjacent to the site, not on your pitch.

18. We do not accept bookings from or allow anyone to stay at Nelson's Patch who is listed on the Violent and Sex Offenders Register (or any register which supersedes this). By making a booking, you are confirming that no one in your party is on this Register.
19. Please ensure you are quiet after 11pm
20. Please keep your equipment etc within your own pitch, and keep it tidy at all times
21. Please obey social distancing and other Covid-safe etiquette, and government-imposed restrictions at all times while on site.
22. Our Covid-19 'no loss' Guarantee policy applies in 2021:
23. If your 2021 holiday plans change for any reason due to Covid-19, we guarantee you will not 'lose out' - please contact us if you find yourself in this situation, and we will discuss a solution with you.

24. OUR CANCELLATION POLICY:
25. To avoid misunderstandings, we would remind you that a reservation constitutes a legal contract.
26. If you wish to cancel your booking, please contact us immediately and confirm your cancellation in writing by email to booking@nelsonspatch.co.uk. We will do our best to re-let the pitch, or move your booking to another date, free of charge..
27. If we are unable to re-let, you may be liable to pay the full balance due on the pitch you have booked, and our decision will be final.

These terms and conditions are liable to change without notice, so you should check here from time to time.
Nelson's Patch Ltd 2021