

# SANDWICH LEISURE HOLIDAY PARK

WOODNESBOROUGH ROAD, SANDWICH, KENT, CT13 0AA

Telephone: 01304 612681

Email: [info@sandwichleisurepark.co.uk](mailto:info@sandwichleisurepark.co.uk)

VAT Registration No. 176 1517 04

## Holiday Lets - FAQs

### How can I book a holiday?

You will need to book via our online booking system. If you have a credit with us on your account, please give us a call on 01304 612681.

### How can I pay for my holiday?

You can pay via debit/credit card on our online booking system.

Please note: You will be asked to pay a 25% deposit, or full payment if your booking is not within 28 days of your arrival date.

### What unit types do you offer?

We have 2 & 3 bed Holiday Lets. We also have 2 bed Accessibility Holiday Lets.

### What's included in the Holiday Lets?

We provide fully equipped kitchens with microwaves, full size ovens, kettle, toasters, etc., and a smart TV in the lounge. Bedding and bed linen is provided, and beds are prepared for your arrival. You'll need to bring your own towels with you.

### Is there a limit on how many people can stay?

Yes. For 2 beds the maximum is 4 people. For 3 beds the maximum is 6 people.

### Can I park next to my Unit?

You can't park right next to your unit but there are parking bays not far away from the Unit.

### What facilities are on park?

We have an Amenities Block, Laundry, Pavilion Bar, Children's Play Area, & Bird Aviary – and peace and quiet and a good sense of community.

### What are the check-in times?

You can check in from 15:00 (3 pm).

Please note: we cannot accommodate arrivals after 7 pm (or 4 pm on Sundays). Early check-in may be available, subject to availability—please contact us.

### What time do I have to depart by?

You need to depart by 10:00am on the date of departure.

### What happens if I will arrive after Reception closes?

If you arrive after Reception closes, please refer to your Pre-Arrival Email for our late check-in policy. You will receive this email the day before your arrival.

### Can I extend my stay?

Yes, but subject to availability.

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## How many vehicles are included in the price?

One car is included in the booking price. If you need to bring a second vehicle, it must be booked and paid for before arrival. There is a charge of £5.00 per night for an extra vehicle, with a maximum of one extra vehicle allowed. **We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.**

## Do you allow commercial or sign-written vehicles?

No. We do not accept any commercial or sign-written vehicles on park. This includes any vehicles without windows on the sides or rear of the vehicle. If you are unsure if your vehicle is allowed, please contact us prior to your holiday to avoid disappointment when you arrive.

## What is your cancellation policy?

If you wish to cancel your booking, we do not offer refunds. We are happy for the booking to be taken at a later date subject to 7 days cancellation notice, up to 12 months from date of original booking or it can be transferred to a third party at the discretion of park management.

For your protection, please arrange Holiday Insurance to cover your needs in the event of cancellation.

## Can I bring my dog?

Yes, we welcome all dogs except those listed under the Dangerous Dogs Act. There is an extra charge for a dog, with a maximum of one dog allowed in the accommodation. Registered assistance dogs are accepted free of charge. Please note: Owners must ensure dogs are always kept on a lead and use the dog bins provided. Dogs are not to be left unattended. If children are walking dogs, they must be responsible and clean up after them.

## Can I bring BBQs?

BBQs are permitted but must not cause damage to the grass or picnic tables – we have stands for hire in Reception (deposit required). Used charcoal must be disposed of in the red bins provided at the back of the amenities block. **PLEASE DO NOT PUT BBQs INSIDE YOUR UNIT AS THERE IS A DANGER OF CARBON MONOXIDE POISONING.**

## How do I enter and exit park?

Entry & Exit at Sandwich Leisure Holiday Park is via an Automatic Number Plate Recognition (ANPR) barrier system - access is only granted between 06:00 (6am) - 00:00 (midnight) during your stay.

## Is there Wi-Fi on park?

Yes. We have Wi-Fi available; the Wi-Fi is chargeable - £10.00 (if you are staying 3 or 4 nights) or £15.00 (if you are staying a week).

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## Do you allow day visitors?

Yes, there is a charge of £5.00 per person for visitors (Adults 14+ are chargeable; children are free). All visitors must check in at Reception upon arrival. Only one vehicle, carrying up to 4 people, is allowed at a time. If visitors arrive after office hours, it is your responsibility to register them during Reception hours. A pass will be issued and must be displayed in the vehicle. Entry & Exit to Sandwich Leisure Park is via an ANPR barrier system - access is only granted between 10:00 (10am) - 23:00 (11pm). Visitors are not permitted to stay overnight.

**Please note, we reserve the right to limit the number of visitors on-site as needed. During peak times, such as Bank Holidays, no visitors are allowed.**

## Do you allow riding of bikes etc on park?

No. In the interest of safety we have a strict ban on the use of all bicycles, skateboards, roller blades, scooters, skates, segways, hoverboards, and similar items throughout the Park. You are welcome to bring these items with you to use outside of the Park. There are nearby options such as cycle routes, a skate park in Sandwich, and Fowlmead Cycle Park.

## Do you allow Group bookings?

Yes, but subject to approval. Our policy has changed: all group bookings now require approval. If you need 4 or more pitches or units, whether for tents, a mix of tents, tourers, camping huts, or other types, please contact us.

## Do you accept all male/female parties, or Stag and Hen parties?

Our park is family orientated and therefore do not cater for large male/female parties, or Stag and Hen parties.

If you have a question that is not covered, please feel free to email us on [bookings@sandwichleisurepark.co.uk](mailto:bookings@sandwichleisurepark.co.uk) or call us on 01304 612681.