



Telford Naturist Club Ltd

The Windings, Grange Lane, Red Hill, Telford, TF2 9PB

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February 2026

issue 4

Telford Naturist Club Ltd Booking Terms and Conditions

General

The following Telford naturist club Ltd terms and conditions of booking touring pitches and day visits apply to both Visitors and Members.

The club operates an online booking system for all touring pitches and day visits via our website www.Telfordnaturistclub.com

We do not take bookings over the telephone or on spec at the gate.

For all first time visitors there is an online registration process to complete. This can be found on the **VISITOR REGISTRATION** page of our website.

You need to complete the virtual form to be given a password via email to make your bookings.

Bookings will not be accepted if the registration process is not followed or you have used another visitor's password.

In completing either the visitor registration or when making bookings you must agree to this "**Telford naturist club ltd terms and conditions**" and the "visitor information and club guidelines" both of which can be found on the website. Copies are available upon request either from reception or via email to the bookings officer.

Should you wish to contact the club for any booking amendments or guideline queries please email Bookings@telfordnaturistclub.com alternately phone 01952 610873 extension 2 to reach the bookings reception officer.

Please note the club is run on a voluntarily basis therefore circumstances may prevent the reception officer from answering immediately. Please therefore leave a message and they will contact you as soon as possible.

First Visit

On arrival on your first visit, you will be required to provide a photo identity e.g. a Passport or a driving licence and proof of your address e.g. a recent utility bill. You will not be admitted if you fail to bring these documents with you.

Pitch (and Visitor) Bookings

An online booking must be completed and payment must be made to reserve a pitch (or a day visit).

Pitches and days visits cannot be reserved separately to the booking system.

We do not offer a provisional booking system. All bookings once completed are a firm contract of purchase.

Pitch and day visit bookings are subject to availability at the time of making the booking.

Pitch bookings can be made for all dates up to December of the present year.

Bookings for the next calendar year can only be made at the start of the end of the year when the booking system has been updated accordingly.

Bookings can be made up to and on the actual day of arrival.

Bookings made but not paid for will be held in a provisional state for 2 hours at the end of which the booking will automatically cancel. There is no warning of the booking cancellation.

Day visit bookings are restricted to five bookings for single visitors per day and five bookings for a visiting couple (with or without children under 18 years old) per day. Families with extra adults (18 Years and older) must book the extra family member using the single visitor process.

Day visit bookings are only accepted from March 1st to October 31st

The maximum number of guests per pitch available for online booking is four. Should your requirement be greater than four up to a maximum allowable of six please contact the bookings team for advice?

There is no deposit facility for day visitor bookings. Payment must be paid for in full at the time of booking.

Payment for booking.

The online booking system requires card payment either as a deposit of 30% minimum greater than 7 days before arrival or the 100% full amount 7 days or less before arrival to complete the booking.

You will receive confirmation of the booking and payments made by an automatic e mailing process.

If the payment is not made in full on the day of arrival you will not be allowed access to your pitch or enter the club as a visitor.

Payments from time to time are subject to discounts as follows:-

When booking a pitch for 7 days or more an automatic 10% discount is applied.

Members have a discount for bookings using a discount code which is applied at the time of paying for the booking.

Large gatherings and other club events will have a discount using a specific time valid discount code.

Use of a discount code is the responsibility of the person making the booking.

Fraudulent misuse of a discount code obtained by deception will result in the cancellation of all bookings and denial of future visits.

There are no discount facilities for day visitors.

VAT is included with all charges at the current rate.

Duration of a booking.

Booking can be made for a minimum of 1 night stay

Day visitor bookings can be made only for one day at a time. If other days are required each day needs to be booked individually.

Day visitors can only book Saturdays, Sundays and bank holidays between the hours of 10.00 am and 18.00 pm

Online maximum pitch booking length of stay is 28 days. A maximum single booking duration of six weeks is allowed. A full week is then required before further bookings can be remade by that person/couple who have to remove their tourer from the club site. Visitors/members who rebook directly after a six week period without permission from the bookings team will have their booking cancelled.

To book a pitch from four to six week period contact bookings team via e mail at bookings@telfordnaturistclub.com
Long lengths of stay may result in the pitch becoming damaged by use. Please be advised that you may be asked to change pitches to allow the pitch to regenerate.

We are unable to refund payments should guests decide to leave before the end of a booked period.

Multiple bookings are allowed however the club does not have any storage facility therefore the tourer/tent must be removed from the club between bookings.

Cancellation of a booking.

To cancel a booking please contact the bookings team in writing or via e mail at bookings@telfordnaturistclub.com
A cancellation will be effective on the date it is received in writing or by e mail.

Telephone cancellations will not be accepted as a formal cancellation.

A cancellation charge will be made of the deposited amount when longer than seven days from the planned arrival date or the full amount when less than seven days from the planned arrival date, If the pitch cannot be re-booked by others. The bookings team can forgo the cancellation charges if reasonable explanations of unforeseen circumstances are made or a re-booking to alternative dates is made. Cancellation charges will apply also to day visitors.

Cancellation of a booking by Telford Naturist Club Ltd

Should the club need to cancel your visit due to unforeseen circumstances we will, in the first instance, try to re-book you at another time of your acceptance. If we cannot satisfy your requirements we will reimburse you all payments you have made to the date of you being sent the notification of cancellation.

Telford naturist club ltd do not accept any liability for any associated costs or compensation due to the cancellation of a booking.

Amendments to a booking.

To amend a booking please contact the bookings team in writing or via e mail at bookings@telfordnaturistclub.com
An amendment request will be effective on the date it is received in writing or by e mail.

Amendments by telephone or verbal will not be accepted as a formal amendment.

Charges to make an amendment will only be made if the change results in a loss of revenue to the club. If amendment charges apply a charge will be made of the deposited amount when longer than seven days from the planned arrival date or the full amount when less than seven days from the planned arrival date. Amendments will also apply to day visitors.

Types of pitches

The online booking system describes each pitch in detail to allow you to make a judgment of your requirements. Should you make an error in booking a pitch and find it unsuitable for your tourer/tent please contact the bookings team via email where they will try to accommodate a change to overcome the problem. If there is no suitable alternative available or acceptable to you your booking becomes invalid and will be cancelled. If there is any problem of matching your tourer to pitches please contact the bookings team via **email** who will advise you accordingly?

All pitches have an electrical supply available which is incorporated in the base cost.

Some pitches are situated up a steep hill. The club warns that negotiating the hill requires a vehicle of reasonable power especially when towing. The club does not accept liability if your vehicle cannot negotiate the hill. Should you wish extra advice please contact the bookings team before booking.

Arrivals

Pitches will be available from 13.00 to 4pm on the booked day of arrival. Should you arrive earlier we may ask you to park up on Grange lane until your pitch becomes vacant. We reserve the right to re-let pitches if not claimed by 6.00 pm unless prior arrangements have been made with us. If you are going to be late please contact the club via the phone. **Please ensure you speak to someone. Do not just leave a message.** All outstanding balances must be paid before access to a pitch is granted.

Reception is staffed at weekends only 10.00 am to 14.00 pm summer, 11.00 am to 13.00 pm winter. Outside of these hours please ask any member who will direct you to the person covering reception duties.

Departures

We ask that you depart your pitch at the latest 11.30 am. Departure could be delayed if the pitch is not onwards booked. Please contact reception for advice.

Electric vehicle charging

The club does not allow members or visitors to charge electric vehicles on site.