Clean Washrooms Guarantee
Full Terms and Conditions

- Only complaints based on the cleanliness of Club washrooms will be acted upon under the guarantee recompense procedure. Complaints deemed as unreasonable by the Site Managers will not be covered.
- Complaints against the Clean Washrooms Guarantee have to be made during the operational hours of 7am – 11pm and to a member of the Site Team.
- The two hour response time will begin from the time the complaint is brought to the attention of a member of the site team within operational hours and logged on the computer system.
- A free night will only be given if the camper is the first to make a unique complaint to the site team within the operational hours of 7am and 11pm. Once officially logged by the site, the two hour response time comes into play; if unresolved after two hours then a free night is issued.
- The free night can only be redeemed on site against the booking where the complaint was logged.
- The free night recompense equals one night and will only be given after check in and the holiday is paid for and will be issued against a standard pitch fee and the cheapest night refunded within the booking where the complaint was made.
- Sites not included within the guarantee include Walton on Thames, Bakewell, Ebury Hill, Slindon and Damage Barton.
- This guarantee only covers Club Sites within the Camping and Caravanning Clubs product portfolio
- The Club has the right to amend the terms and conditions of the guarantee at any time.