

Good Neighbours Scheme

Terms and Conditions - Version 2027.2

Refer a friend or family member who takes an additional seasonal touring pitch and receive a £250 Referral Reward. The new customer receives £250 off their first 2027 seasonal touring season.

These Terms and Conditions explain when the Good Neighbours benefits apply and how they are administered.

1. The scheme

The Good Neighbours Scheme is operated by Crackwell Holiday Park for the 2027 seasonal touring season. It rewards existing seasonal touring customers who introduce a person who takes a genuinely additional seasonal touring pitch.

This document explains the referral offer. The New Customer's pitch remains subject to the Seasonal Touring & Winter Storage Terms and Conditions and their booking confirmation. Those documents govern the pitch, fees, payment, cancellation, use of the site and termination of the seasonal touring arrangement.

2. The referral reward

For each qualifying additional new seasonal touring pitch taken as a result of a valid referral, Crackwell will pay the Referrer £250 by bank transfer.

The reward is per qualifying new pitch, not per person. One pitch taken jointly by two or more people creates one reward. A Referrer may receive more than one £250 reward where they introduce more than one separate qualifying new pitch.

3. The New Customer discount

The qualifying New Customer receives £250 off their first 2027 seasonal touring season. The discount applies only to a genuinely additional new seasonal touring pitch and a new Seasonal Touring Agreement.

Other discounts may be allowed only at Management's discretion. The purpose of this offer is to create a net new customer and pitch.

4. Who can take part

The Referrer must be an existing Crackwell seasonal touring customer for the 2027 season and must be fully paid by 1 March 2027. They must remain compliant with their Seasonal Touring Agreement when the £250 payment is made.

Employees are not eligible to take part in the scheme. A referral made by or on behalf of an employee does not qualify where the employee would receive or share in any benefit.

A New Customer may previously have enquired, visited or stayed at Crackwell, used another email address, or shared or been connected with another customer's caravan or pitch, including through a family or partner relationship. This does not prevent eligibility if the result is a genuinely additional new pitch.

5. What counts as a genuinely additional new pitch

The new pitch must be additional to pitches already held by the Referrer, the New Customer, or any connected person. A replacement, transfer, renaming, reallocation or relabelling of an existing pitch does not qualify.

It is not valid where an existing pitch is cancelled or given up and the same or substantially similar arrangement is presented as a new referral. Self-referrals, duplicate claims and arrangements designed to obtain the reward without creating a net new pitch do not qualify.

6. Recording the referral

A signed referral form is required. The New Customer must name the Referrer and sign and date the form when proceeding with the new pitch.

The signed form is the definitive record of the Referrer for that pitch, unless there is clear evidence of an administrative error. A referral cannot normally be added after the new agreement and £500 deposit have been completed. Where more than one person claims the same referral, Crackwell will rely on the signed form and its records.

7. Payment, cancellation and timing

The qualifying season begins on 1 March 2027. The New Customer's £500 deposit is non-refundable. The relevant cancellation period runs until four weeks before 1 March 2027. After 1 April 2027, no refund is due.

The Referrer's £250 payment will be made on or after 1 April 2027 only when the New Customer has signed the new agreement, all relevant payments have cleared and the applicable cancellation position has passed. Pending, rejected, reversed, refunded or charged-back payments do not qualify.

If the New Customer cancels, does not complete the arrangement, or otherwise does not qualify, the £250 referral reward will not be paid. Once paid, a later cancellation by the Referrer does not affect that payment.

Referrals should be registered and completed by 28 February 2027. Crackwell may, at its reasonable discretion, accept a referral completed shortly afterwards where it was clearly initiated before 1 March 2027 and the delay was minor or administrative. This is not automatic and does not set a precedent.

8. Bank payment and tax

The Referrer must attend reception to complete a temporary paper bank-payment form. Bank details will not be collected by email or retained electronically. The paper form will be securely destroyed after the transfer has been made and checked. Crackwell will retain only the payment record.

The recipient is responsible for any tax or reporting position arising from the reward. Crackwell does not provide tax advice.

9. Administration and changes

Crackwell decides whether a referral is genuinely new and qualifying. Management may apply reasonable discretion to borderline or exceptional cases, fairly and consistently. No reward is payable unless all conditions in these Terms have been met.

Crackwell may amend the scheme or its rules with reasonable written notice, except where an immediate change is needed for safety or legal reasons. A validly registered referral remains subject to this version unless otherwise agreed in writing.

10. Governing law

These Terms and Conditions are governed by the law of England and Wales. The courts of England and Wales have jurisdiction over any dispute arising from or connected with the scheme.

Crackwell Holiday Park
Penally, Pembrokeshire
Version 2027.2