

Holidaymaker booking Terms and Conditions for Lobb Fields Caravan and Camping Park

Part I

Your booking

Access Statement

1. We aim to provide the very best service to all our guests. Please discuss your requirements with us. We will do our very best to help. Our full Access Statement is available on our website (<https://lobbfields.com/booking/access-general-information/>). If you need these Terms and Conditions and your booking confirmation in a different format, please ask us.

Park owner (referred to as “we/us/our”)

Business name:	Lobb Fields Ltd, trading as Lobb Fields Caravan and Camping Park
Address:	Saunton Road Braunton Devon EX33 1HG
Telephone:	01271 812090
Email:	info@lobbfields.com

Who may stay with us

2. The person who makes the booking with us is responsible for the booking and must be 18 years of age or older.
3. Only the people named on the booking confirmation may stay with us.
4. Your booking is personal to you and you cannot assign or transfer it to any other person.
5. If you request a booking for more than two people, we may ask you to provide evidence to our reasonable satisfaction that you are all couples or all members of the same family.
6. Bookings during High Season (July and August) and at Bank Holiday weekends can only be made for a minimum stay of two nights.
7. If you request a booking for more than one Pitch, then we may contact you before deciding whether to accept the booking to help us decide whether we are able to provide the holiday experience you are looking for.
8. You must tell us if your booking request is connected to any other booking, for example because you know the other party or you share a common purpose in visiting the Park. If you do not tell us about a connection, we may cancel your booking immediately and (if your stay with us has started) require you to leave the Park. You will only be entitled to a refund if a third party takes up your booking. In that event we will refund you up to the money we receive for the rebooking less our reasonable administration charges.

How to book

9. Bookings can be requested in the following ways:

9.1. By telephone on 01271 812090

9.2. Online at www.lobbfields.com

10. You must tell us your full requirements, for example if you are bringing any vehicles, tents (including pup tents) or other structures or ancillary equipment you intend to use during your stay. We need this information when deciding whether we are able to accept your booking and we may not be able to accommodate changes. Where we are able to do so, there may be an additional charge. This is currently £15 for each change.

10.1. For the avoidance of doubt, a pup tent is an additional charge. This is currently £5 per night during the low season (March and October) or £7 per night during the mid and high season (April to September).

10.2. Drive away awnings and caravan awnings are an additional charge. This is currently £2 per night during the low season (March and October) or £3 per night during the mid and high season (April to September).

11. A contract exists when we have issued our confirmation to you.

12. Please check our confirmation carefully to see that it reflects your wishes. Please let us know of any difference within seven days unless your holiday is to start within 14 days in which case you should inform us within 24 hours.

13. We reserve the right to refuse any booking.

The price you pay.

14. Our prices include VAT.

15. We may change our price if the rate of VAT changes.

16. We may also increase our price up to 14 days before your holiday is due to start if our costs increase. If you do not wish to pay the additional charge, then you may cancel and will receive a full refund but we shall have no further liability to you

17. When you request your booking, you must pay a deposit of £60.00 for every 7 days booked or (if you are requesting to book 28 days or less before the start date) the full price. If the price of your holiday is less than the deposit amount, the balance paid will be treated as your deposit.

18. Unless you paid in full when requesting your booking, the balance of the price of your holiday must be paid at least 28 days before the start date. We are not required to send you a reminder. If the balance is not paid in time, then we may cancel the holiday and retain your deposit as our cancellation charge. We will confirm the cancellation to you in writing by email or letter.

19. Please make sure that you book all the dates you need. We are not able to guarantee that we will be able to extend your booking.

Arrivals and departures

20. You must tell us by 8pm if you are likely to arrive later than 10pm. You may not arrive after 11pm. For bookings of more than one night, the earliest you may then arrive on the next day is 9am.

21. If we have not heard from you within 24 hours of your expected arrival, we may release your booking. You will not be entitled to a refund.

22. You must vacate by 10:30am on the day of your departure. An additional charge may be made for a late departure.

23. We will try to allocate you the location of your choice on the park, but bookings are not conditional on this.
24. Your location on the park and directions to it will be confirmed on arrival. If you are in any doubt, please check with us. Any guest staying in the wrong location may be required to move.

Changes caused by exceptional circumstances.

25. We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.
26. If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.
27. If the law prevents us from performing our obligations under these Terms & Conditions **at all**, for any reason which is not the responsibility of either party, we may ask you to postpone but will allow you to cancel if you prefer to do so. For these purposes, reasons which are *your* responsibility include any arising from your personal circumstances. Examples are ill health (except if the law prevents you from visiting or staying with us in consequence, for example because you are legally required to self-isolate) and any restrictions arising from your chosen career.
28. If you decide to cancel where clause 26 or clause 27 applies and your holiday has not started, then we will refund your booking including any deposit. If your holiday has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ('Direct Costs'). We will not be liable to make any other payment to you.
29. We may also cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your holiday has not started, then we will refund your booking in full including any deposit. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

Other cancellations

30. We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date. However, you may cancel your holiday at any time. Cancellation will be effective on the **DATE** it is received by us.
31. If you cancel under clause 30, cancellation charges are payable as follows unless you are doing so because we are in serious breach of our obligations in these Terms and Conditions.

Cancellation received more than 28 days before start date	No charge; full refund (including any deposit)
Cancellation received more than 14 days but no more than 28 days before start date	Charge is 35% of holiday price; 65% refund.
Cancellation received more than 7 days but no more than 14 days before start date	Charge is 65% of holiday price; 35% refund.
Cancellation received 7 days or less before start date	Charge is 100% of holiday price; no refund

32. You are not entitled to any refund if you or any of your guests leave before the end of your holiday unless clause 26 or clause 27 applies or if we are in serious breach of our obligations in these Terms and Conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken.

33. We may also cancel your holiday if you breach any of these Terms and Conditions. Clauses 56-58 give further details.
34. We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us. We are only responsible for any additional losses if you were entitled to cancel because we were in serious breach of our obligations to you and the losses were both directly caused by our breach and reasonably foreseeable by us when the booking was made.

Authorised means of payment.

You may pay us in any of the following ways:

- ☐ By cheque at the park office. This option is not available for balances or arrivals that are due 14 days before the start date.
- ☐ By credit card payment in person at the park office or by phone.
We accept all major credit cards but not American Express.
- ☐ By debit card payment in person at the park office or by phone.

Complaints

35. We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. If you remain unhappy, please contact us again within 28 days of your departure and we will try to help.

Please refer to:

Name/Job title:	Brian & Ann-Marie Bellman	Telephone:	01271 812 090
Email:	Managers@lobbfields.com		

Personal data

36. Any personal data you give to us will be processed in accordance with the law and our privacy policy.

Location of privacy policy:	Park Office and website.
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Our promises to you

37. We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, provided you comply with your obligations in these Terms and Conditions and except where exceptional circumstances prevent us from doing so.
38. We will provide, maintain, and keep in good state of repair the Services, except where these have to be interrupted temporarily for the purposes of repair or development or for other reasons caused by exceptional circumstances outside our control.
39. We will insure the Park against usual third-party risks to a minimum of £5,000,000 per claim.

Your promises to us

You agree that you will:

40. Keep to these Terms and Conditions and the Park Rules.
41. Stay with us only for holiday and recreational purposes.
42. Pay promptly for your holiday and other charges due to us.
43. Pay to us interest at 3% per annum over the published base rate of Barclays Bank plc from time to time on any undisputed sums overdue from the due date to the date we actually receive such amounts from you, both before and after any judgment that we may obtain against you.
44. Not cause any damage during your holiday.
45. Not do or fail to do anything which might put us in breach of any condition of the Site Licence, which is always available on the Park in a conspicuous place. For example, the conditions of the Site Licence which may affect you include those requiring the space between caravans and other structures to be kept clear, those prohibiting combustible structures, those regarding car parking and those requiring the underside of caravans to be kept clear.
46. Not make any alteration to any Pitch.
47. Permit us to move you to another location on the Park if necessary. We will ensure that any alternative location will be of similar quality and be responsible for all reasonable costs incurred.

Covid and Mutual Trust

48. We will continue to take certain precautions, including our extra cleaning and fumigating procedures in the Wash Blocks. In return we **trust** our customers to keep alert for Covid symptoms. Any group with someone with symptoms or a positive test must please inform Reception at once, keep away from others and leave the Park as soon as possible.

Behaviour standards

49. These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the Park at the time.

You agree to, and you must make sure that you, your party and any visitors (including, in each case, their children), keep to the following standards of behaviour:

50. To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Park including other customers.
51. To supervise children so that they are not a nuisance or danger to themselves or other people using the Park.
52. Not to:
 - 52.1. Commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);
 - 52.2. Use the Park in connection with any criminal activity or commit any other criminal offence (i.e., any offence not already subject to clause 52.1) at the Park or in its vicinity
 - 52.3. Commit any acts of vandalism or nuisance on the Park;
 - 52.4. Use fireworks, Chinese lanterns or any similar open flame heat source on the Park;
 - 52.5. Keep or carry any firearm or any other weapon on the Park;
 - 52.6. Keep or use any unlawful drugs on the Park;

52.7. Use any legal substances that could be perceived as an illegal substance, for example, e-cigarette liquid or cannabidiol (CBD) that when used smells like cannabis.

52.8. Create undue noise or disturbance or commit antisocial behaviour on the Park;

52.9. Carry on any trade or business at the Park;

52.10. Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Park.

53. To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Park including other customers.

54. To supervise children so that they are not a nuisance or danger to themselves or other people using the Park.

55. You agree that if you or any of your family members or visitors or guests whom you have invited to the Park break the behaviour standards listed above then we may terminate your booking.

Cancelling the booking because you are in breach of these Terms and Conditions

56. We may cancel your holiday if you are in serious breach of your obligations in these Terms and Conditions and the breach is **not** capable of being remedied or is such that it causes a breakdown in the relationship between you and us (for example, but not limited to, violence or intentional damage to property) by serving upon you reasonable notice in writing to cancel your booking. In deciding what period of notice is reasonable, we shall have due regard to the nature of the breach and other relevant circumstances. In appropriate cases, this may mean requiring you to leave the Park immediately.

57. If you are in breach of any of your obligations under these Terms and Conditions which **is** capable of being remedied (for example, a failure to comply with the behaviour standards in clauses 49-55 which has not caused a breakdown in the relationship between you and us) we may write giving you warning, specifying the breach and asking you to remedy the breach within a reasonable and specified time. If you do not comply with that warning and the breach is either serious and/or amounts to persistent breaches of obligation, which taken individually would be minor but which taken together cause a breakdown in the relationship between you and us, we are entitled to write to you to cancel your booking. In appropriate cases, the warning we give you may be very short and we may then require you to leave the Park immediately.

58. If we cancel your booking under clauses 56 or 57 you not be entitled to a refund.

Changing the Park Rules

59. It may be necessary or desirable to change the Park Rules from time to time, including for reasons of health and safety, the efficient running of the Park, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us, in which case we will notify you in writing using your contact details at the address on the booking confirmation.

60. Any changes made to the Park Rules after we accept your booking may affect you because you will be required to comply with the changed Park Rules, but will not affect anything else to which you are entitled under these booking Terms and Conditions.

Communications

61. We agree that any letters or other communications between us shall be sent using the details for us in these Terms and Conditions and for you on the booking confirmation. Email may be used.

Interpretation

62. **"Park Rules"** means the rules of conduct and practice issued by us from time to time and applicable to the Park. The Park Rules which currently apply to your booking are in Part II of these Terms and Conditions.

63. **"Pitch"** does not include any part of the Park except that on which the accommodation in which you are staying stands.
64. **"Services"** means the services which we have promised to make available without a separate charge to you, for example any utilities to your Pitch. Services for which we make a separate charge are provided under separate agreements and not these Terms and Conditions.
65. **"Site Licence"** means the caravan Site Licence applicable to the Park issued to us by the local authority under Section 3 of the Caravan Sites and Control of Development Act 1960 (or in the case of Northern Ireland under Section 3 of the Caravans (Northern Ireland) Act 1963) and other relevant statutes.
66. **"You/your"** means the person making the booking and all members of their party excluding children under 18. Where there is more than one person, each is fully responsible for the obligations in these Terms and Conditions.
67. References to taxes and laws are references to them as extended, amended or replaced from time to time

Part II

Our Park Rules

Our current Park Rules applicable to your booking are set out below.

Introduction

These Park Rules are in place for the good management of Lobb Fields and the benefit of all who use it. These rules form part of the contract between us for your holiday. They should be read alongside your booking Terms and Conditions.

The Park Rules do not affect anything to which you are entitled under the booking Terms and Conditions.

The expression 'you'/'your' refers to all members of your party.

You must make sure that anyone using the park is aware of the Park Rules.

You are reminded that we may cancel your holiday if you are in serious breach of your obligations, including these Park Rules.

We wish you all a wonderful and happy holiday at Lobb Fields

Arrival

1. You must telephone Reception and speak to a member of staff in person if you are going to be late or wish to ask us about amending a booking.
2. You must set up on the allocated pitch. If you are in any doubt about the correct pitch number, please ask us. If you set up on the wrong pitch you will be required to move.
3. We allow a maximum of 6 people per pitch, including children.
4. As with any request to amend a booking, we will always consider a request to add people to your party but do not have to agree.

Safety

5. You must use the park safely and should not cause danger to others.
6. You must obey all health and safety notices displayed on the park and act on the reasonable instructions of park staff in matters of health and safety.

Security

7. The site gates are locked for vehicle access between 11pm and 8am. In case of emergency, you should contact 01271 812 090, press zero and a member of staff will assist to open the gates. Where you require access to your vehicle within this time, and it is not an emergency, you should leave your vehicle in the carpark which is not locked for vehicle access. Pedestrian access is always open.
8. You may only use alarms of the silent, monitored type and not audible alarms.

Permitted number of occupiers

9. Your pitch may only be used by the people named on the Booking Form.

Visitors to the Park

10. Only people lawfully visiting with your permission have permission to enter the park. They must report to Reception on arrival and pay a small fee.
11. Your visitors may not arrive before 9am and must leave the park by 10pm.
12. It is your responsibility to ensure that your visitors and all occupiers of your Caravan, tent or other accommodation adhere to the Park Rules.

Ejection on grounds of behaviour

13. In the event of persistent or serious misconduct by you, a member of your family, your occupiers, visitors or guests, we will follow any relevant notice procedures in our agreement with you. We do not have to follow any formal procedure to eject other visitors.

Your pitch

14. You are responsible for keeping the pitch clean and tidy.

Utilities installations

15. You must switch off all gas, electricity and water connections when the Caravan, tent or other accommodation is not occupied.
16. If you experience any problem with the park's electrical, gas or water system, you should contact us. You must not attempt to work on any part of the park's electrical, gas or water system yourself.

Drainage system

17. You must not introduce any foreign items into the drainage system including cleaning cloths, babies' nappies, sanitary towels, condoms, cooking fat, engine oil, grease or paint.

Tents

18. You must not erect any tent on the park, except 1 pup tent notified to us at the time of your booking and payment received in accordance with the additional charge contained within terms and conditions.
19. The pup tent must be used by no more than 2 persons only.
20. The pup tent must be no more than 6 foot long, 5 foot wide and 4 foot tall.
21. The pup tent must not be erected so as to put us in breach of any condition of the Site Licence, which is always available on the Park in a conspicuous place. For example, the pup tent must be sited so as to be at least 6 metres from the adjacent caravan, tent or other accommodation.

Facilities

22. The usual opening and closing dates of our facilities are provided on our website. However, the dates and times of opening may be subject to change depending on seasonal fluctuations or unforeseen circumstances. We will do our best to advise you at the time of booking of any changes at that stage, otherwise please always check prior to booking if this is important to your stay.
23. The availability of our facilities is also subject to our Terms and Conditions.

Trees and shrubs

24. You must not climb any tree.
25. You must not tie anything to any tree or shrub without our agreement in writing (which we will not withhold unreasonably where the tie is a means of support for any tree or shrub which you have planted with our agreement).

Digging

26. You must not dig any hole at the park.

Smoking

27. It is illegal to smoke or use e-cigarettes inside enclosed public buildings. Outdoor smoking areas are provided.

Washing

28. You may only use washing lines of the rotary type or the windowsill type and must remove them and store them out of sight immediately after use.

Refuse

29. You must not deposit refuse outside. You must use the refuse bins provided.

30. Recycling points are available on the park, and you should use these facilities where appropriate.

31. You must not feed wild birds or animals.

Vehicles, driving and parking

Vehicles

32. You must insure all vehicles you use on the park as for use on the public road.

33. You must insure all accessories and items towed by vehicles (such as towed boats and jet skis) as for use on the public road.

34. You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned.

35. Motor vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.

36. Quad bikes, trials bikes and powered scooters are not permitted on the park.

37. You must not wash cars with a hosepipe.

Driving

38. We permit cars onto the park for the purposes of access to the pitch only. Accordingly, save to the extent that you may need to do so because of a disability, you must not drive cars round the park for other purposes such as visiting other locations on the park.

39. Driving on the park is restricted to the park roads.

40. You must hold a full current driving licence to drive any vehicle on the park.

41. You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.

42. There is a speed limit on all park roads of 5mph, which must be adhered to by all users including cyclists.
43. Electric cars may only be charged at the charging station in the car park. Tokens available from reception. No other means may be used, for example the use of our electricity supply. Breach of this rule may place the safety of the park at risk and you may be asked to leave without notice.

Parking

44. You must not park anywhere except in the permitted parking spaces.
45. Visitors' cars must be parked only in the allocated parking spaces for visitors, or in any space which the people they are visiting allow them to use in their place.
46. You may park not more than 2 cars on each pitch.
47. You must not park on the grass or roadsides.
48. Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
- light commercial or light goods vehicles as described in the vehicle taxation legislation and
 - vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.
49. You must park, and move off, with great care for pedestrians and particularly for children.

Behaviour

- 50. We operate a ZERO tolerance to any form of illegal activity on site.**
51. You should respect the privacy of other users of the park and keep noise to a minimum between the hours of 11pm and 8am.
52. You must keep away from any vacant pitches.
53. External fires (open or closed), including incinerators, are not permitted.
54. Gas or charcoal barbecues are permitted. Disposable barbecues must be 30cm off the grass. You must finish any barbecue by 11pm.
55. You must finish any party by 11pm.
56. You may only consume alcoholic drinks within the boundaries of your pitch.
57. You must not use fire hoses for any improper purpose, such as washing cars or boats.

58. You must not use a drone, powered model aircraft or any other powered flying object on the park without the relevant licence to authorise use over the Park and a copy provided to us, and our permission which we will not withhold unreasonably.
59. You must not use any Chinese lanterns, fireworks or similar.
60. You may not ride bicycles, scooters or similar so as to cause a nuisance or undue noise.
61. If you use CCTV, you must warn visitors to your Caravan, tent or other accommodation by a prominent external notice attached to it, the format and wording of which you must agree with us (our agreement not to be withheld unreasonably). The CCTV may only capture images of the area immediately around your Caravan, tent or other accommodation and not of any other part of the park, such as any path or road, or any other caravan or its pitch and the area immediately around it.
62. You must not use the park's water supply to fill paddling pools.
63. In the interest of safety children must not play around the amenity areas.
64. Generators are not allowed on the site.

Pets

65. You must not bring any pet or animals when you visit the park expect the following:
- Not more than 3 dogs (not to include any of the breeds subject to the Dangerous Dogs Act 1991).
66. Dogs are not permitted in the following areas of the park:
- Shower blocks
 - Laundry rooms
 - Children's play area
67. You must tell us before you visit the park if you plan to bring any dog and answer any reasonable question about them and their suitability for our park environment. If we are not satisfied that the pet or animal is suitable for our park environment, we may tell you that you cannot bring them. This is because we cannot allow the safety of others to be put at risk.
68. Any dog you bring must be supervised by and under the control of you, or of a responsible adult in your party, **at all times**. This means you may not leave any dog unsupervised in a caravan, tent or other holiday accommodation or anywhere else on the park at any time. Nor may you leave any dog under the supervision of any person aged under 18. These rules apply even if the dog knows the park well and you believe them to be well-behaved.
69. If you do not supervise and control any dog, we are likely to ask you to remove it from the park straight away. Depending on the circumstances, you may not be allowed to bring it back, or may only be allowed to do so with our permission, which we would not withhold once our reasonable concerns have been addressed. This is because we cannot allow the safety of others to be put at risk.
70. If you see another pet or animal anywhere on the park which does not appear to be supervised by and under the control of a responsible adult, or whose behaviour gives a cause for concern, please tell us straight away.

- 71. You must only exercise dogs in the specified dog walk area.
- 72. You must keep any dog on a short lead at all times on the park.
- 73. You must clean up if your animal defecates on the park.
- 74. Nothing in these Park Rules prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

Recreation

- 75. You may only play ball and other games in the areas set aside for recreation and within the boundaries of your pitch.
- 76. You may only play football using a soft foam ball in the areas set aside for recreation and away from caravans.
- 77. You may not use skateboards, roller skates, rollerblades or microscooters at the park.
- 78. You may not use any powered model car or similar toy on the park.

Mail

- 79. You may not use the park address for postal deliveries.

Children

- 80. Children must be supervised whilst on the park and are the responsibility of their parent or guardian during their stay.
- 81. Children must not play on the play area before 8am or after dark.
- 82. Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
- 83. An adult must accompany small children to the toilets.

Fire precautions

- 84. You may not use fire hoses for any improper purpose such as washing cars or boats.
- 85. You must ensure that all occupants of your Caravan, tent or other accommodation are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.
- 86. You must not store fuels or combustible materials other than removable containers on the park.

Lost property

87. For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after one month.

Photography

88. We regularly take photographs and videos for promotional purposes, and we occasionally receive requests from third parties to film on the park. Should you not wish to appear in any material, please pay attention to the notices we put up when pictures are being taken.

89. Photography is prohibited in the children's play area and wash blocks.

90. Where others may reasonably expect privacy, you must obtain their agreement before taking a photograph in which they are identifiable. Examples are when they are in accommodation or on a pitch.

Wi-Fi

91. Wi-fi is available, we have a free service and a payable service. Due to our rural location our wi-fi is restricted and is not for streaming. The service may not be the same as you are used to at home.