

TERMS AND CONDITIONS OF BOOKING

PROVISIONAL BOOKING

Availability can be checked and a provisional booking can be made by telephone or email.

The booking will be held for 7 days, after which date, if we have not received a completed booking form, or if you have not contacted us within 7 days, we will automatically cancel the booking without further notice.

GROUP BOOKINGS

We do not except large group/party bookings. Maximum of 3 pitches or 3 static caravans per booking.

DEPOSITS & FULL PAYMENTS - STATIC CARAVANS

1 - 2 nights stay - Full payment is due (no deposit required)

3 - 7 days £50 and 8 - 14 days £100 deposit.

The deposit (non refundable) is payable within 7 days of booking.

DEPOSITS & FULL PAYMENTS - TOURING CARAVANS, MOTORHOMES & TENTS

Up to 7 days £50, 8 - 10 days £80, 11 - 14 days £100.

The deposit (non refundable) is payable within 7 days of booking.

If the cost of your stay is 'less than' £50, please send the payment for the 'FULL COST' of the holiday, as no deposit is required.

PAYMENTS

In line with our environmental policy to reduce paper and carbon footprint, our preferred method of payment is by debit or credit card.

For your convenience: If debit or credit card details are given on the booking form at the time of the initial booking, we will then 'automatically' take your '**Final Payment**' within a few days either side of the 'Due By Date'.

(No reminder will be sent to you). Your final card payment receipt will then be held in reception for collection on arrival. We still accept cheques. If you wish to use this method, please make cheques payable to Appuldurcombe Gardens.

The Bar only accepts cash payments.

INVENTORY

An inventory is displayed in all accommodation. Any missing items or damage to the self catering accommodation, must be reported to reception. Broken items or damages to the accommodation must be paid for.

STATIC CARAVANS, APARTMENTS & ORCHARD LODGE

The 'Final Balance' of your holiday must be paid **6 weeks** prior to your arrival date. Please refer to the '**Due by date**' on your receipt. If the Final balance is not paid within this timeframe, then we are entitled to cancel the holiday and retain the deposit.

TOURING CARAVANS, MOTORHOMES & TENTS

The 'Final Balance' of your holiday must be paid **4 weeks** prior to your arrival date. Please refer to the '**Due by date**' on your receipt.

If the 'Final Balance' is not paid within this timeframe then we are entitled to cancel the holiday and retain the deposit.

If the number of people decreases within your party once the 'final payment' has been paid, NO refund will be given. Maximum pitch occupancy is up to 6 people (including infants or babies).

HEIGHT OF SEASON

Length of Stay: During the height of the season, the length of stay is restricted to TWO weeks.

Single Person Occupancy: A minimum pitch fee for 'two persons' will be charged for the duration of the stay.

QUOTATIONS

Although every effort is made to ensure the price list and correlating booking system is correct, the park reserve the right to change prices and dates accordingly. The quoted prices include VAT at the current rate. If this changes during the course of the year, we will re-invoice your holiday accordingly.

If any new taxes or levies are introduced during the course of the year, we will re-invoice your holiday accordingly – this also applies to ferry price increases. Verbal quotations must be confirmed in writing by the company, whilst we attempt to ensure that verbal quotations are accurate, they are given on a basis of 'Errors & Omissions Expected'.

BOOKING CONDITIONS

We are a family site and reserve the right to refuse any bookings that in our opinion may be unsuitable, either by reasons of numbers, composition or false declaration. We also reserve the right, at our absolute discretion, to refuse or terminate the stay on site of any persons causing a nuisance of any sort, or failing

to comply with any of the site rules or conditions of booking. In this event the hirer shall remain liable to pay the hire price and no refund will be due.

The person who signs the booking form is responsible for the booking and warrants that they are over 21 years of age and that the party will not exceed the numbers stated on the booking form. Anyone under 21 who wishes to make a reservation, must have at least one adult with them for the duration of their stay.

EASY PAYMENT SCHEME

We do have an 'Easy-Pay' scheme which operates between payment of deposit and 'Final Balance due' date. Payments of (min £100) can be paid on a monthly basis by debit or credit card. Please ask for details when arranging your booking.

CANCELLATIONS

Once your '**Final Balance**' has been paid, if you are forced to cancel your holiday, for whatever reason, any monies paid less the deposit element and any ferry charges applicable, will be refunded **ONLY** if the accommodation / pitch is re-let. Cancellations will become effective on the date we receive written confirmation. Once the booking has commenced, no refunds will be given if you decide to depart prior to the end of your stay.

To cover you for this, loss of deposit element and other eventualities we **STRONGLY** recommend you take out **FULL COMPREHENSIVE** travel insurance. Alternatively, your booking will be honoured but must be taken within the same year.

We reserve the right to make an administration charge of £5 on all alterations to bookings and ferry reservations made at the request of the client.

EXTREME CIRCUMSTANCES

Once your 'Final Balance' has been paid, if you have to cancel your holiday due to bereavement, providing we receive written confirmation of cancellation, supported by relevant documentation of proof. If your accommodation / pitch is NOT re-let, you will receive 50% of the cost of the holiday. If your accommodation / pitch is re-let, you will receive the cost of the holiday minus the deposit paid.

FORCE MAJEURE

Appuldurcombe Gardens Holiday Park Ltd. Shall not be liable for non-performance of any of its obligations under this agreement. If such non-performance shall occur as a result of circumstances beyond their control which shall include (but not be limited to) industrial dispute, failure of water, electricity, and drainage. fire, floods, riots, adverse weather conditions, civil disturbances, natural or nuclear disasters, government legalisation, epidemics or health risks or such similar events. Prices are subject to unforeseen changes being imposed (i.e. fuel supplements / change in rate of VAT) we reserve the right to apply charges to any of our tariffs and make adjustments to balances due.

ACCESS

We reserve the right to send our employees into any accommodation on the Park whilst let, in order to inspect and carry out any repairs that may be necessary. Guests should report any maintenance problems immediately to reception and NOT attempt any remedial action themselves. Appuldurcombe Gardens Holiday Park will not be liable for any personal injury, direct or indirect loss or damage to any property.

HEALTH AND SAFETY

We take the well-being and safety of our guest's very seriously and we ask that you comply with the following:

The speed limit on the park is 5 mph

Cars are parked in the car park at your own risk. Please park with consideration to other guests.

Guests are not allowed to bring commercial vehicles on to the park

Parents/Guardians are responsible for safety and good behaviour of their children at all times.

Quiet hours are from 2300 hrs until 0700 hrs Please respect your fellow guests and keep noise to an absolute minimum. Open fires are not allowed. Generators are not permitted.

COMPLAINTS

If guests experience any problems or have any complaints during their stay, they should in the first instance, bring this to the attention of reception, where it shall be dealt with as sympathetically as possible. Please note that in order for us to investigate and implement corrective action whenever necessary, the Company cannot deal with any complaints made verbally or in writing after a guest has left the park.